



8211 W. Broward Blvd. Ste 110
Plantation, FL 33324
Office: 954-363-1824
www.loyaltymgmtgroup.com

April 27, 2023

NEW MANAGEMENT LETTER

Dear Owner(s),

We would like to take this opportunity to introduce ourselves as your new property management company. Our company has been hired to manage Nob Hill at Welleby Condominium, Inc, effective May 1, 2023.

This letter is to provide you with some information about our company and to inform you of how this change in management will affect you.

Loyalty Management Group (LMG) is family owned and operated. Our office is located at 8211 W. Broward Blvd, Suite 110, Plantation, Florida, 33324, in Broward County. We are a full-service Property Management company with over 30 years' combined experience in property management. Our team of professionals have the tools, knowledge, and resources to help meet your community's needs. We strive to provide a service of excellence.

Our office hours are Monday through Thursday 9:00 a.m. to 5:00 p.m. and 9:00 a.m. to 4:00 p.m. on Friday's. We can be reached either by telephone, email, or in person by appointment only during regular business hours.

LMG provides a dedicated web based Buildium account to each of our clients. As such, you will be able to access your Associations records through our convenient online portal, and mobile app. The Buildium portal will provide you access to pertinent Association information such as work orders, service requests, association documents, meeting minutes, and other information related to your community. To register, you will need to have an email address on file, so that we can send you a welcome email to register. Registration is free and easy to use. Please complete the enclosed owner information sheet and return to us to get setup.

How will this change affect you? To ensure operational continuity for your communities and their residents, please be advised of the following:

1) How and where to make your Association payments?

The Board has engaged a separate accounting firm, Juda, Eskew & Associates, P.A. to handle owner payments. Our office will not be able to assist with owner payments or provide account updates. Please note their contact information below:

Juda, Eskew & Associates, P.A.
8211 West Broward Boulevard Suite PH1, Fifth Floor
Plantation, FL 33324
(954) 577-9700

Be advised that Buildium will reflect a \$0 balance on your account as we are not handling the accounting. The portal does not allow us to remove this from the screen. To avoid confusion, we ask that you only refer to Juda and Eskew's system for your true account balance and up to date information.

2) Where to send service request or file a grievance in the community:

Any service request, grounds maintenance, or grievance issues should be directed to us immediately via the Buildium portal, telephone, email, or via our website.

Buildium: <https://loyaltymgmtgroup.managebuilding.com>

Office: (954) 363-1824

General email address: info@loyaltymgmtgroup.com

Website: www.loyaltymgmtgroup.com

3) Who to contact to request information? Please see the email contact list below:

For general Inquiries: Info@loyaltymgmtgroup.com

Inquires on application status, order forms, and general information requests can all be sent to this email.

Xareni Rivera, Property Manager at PM03@loyaltymgmtgroup.com is your assigned portfolio Property Manager. The role of the Property Manager is to assist with the day-to-day operation of the community, guide the Board of Directors, and ensure that the rules and regulations of the Association are being adhered to. The Rules and Regulations are going to be available on the Associations Buildium portal.

Patricia Gissendanner, Assistant Property Manager at APM02@loyaltymgmtgroup.com is the Assistant Property Manager to Xareni Rivera. If you have any questions concerning a work order, or violation, you may email her.

Be advised that as the Property Management company for the Association, we only work with the owners of the community. This means we will not accept calls, emails, complaints, maintenance requests, or anything of that nature from the tenants, as we represent the owners. An owner of the community may submit any maintenance issues, requests, or concerns through the Buildium portal. Tenants that contact our company will be routed to their landlord/property owner to submit the requests on their behalf.

Lastly, to better serve your community we ask that you fill out the owner information sheet included in this letter and return it to our office as soon as possible. This will help us verify your information as well as send you the welcome email from the Buildium portal. If you have any questions or concerns regarding your property or the material discussed in this letter, please feel free to contact us.

We look forward to serving your community!

Respectfully,

Melissa Wendorf, LCAM, CMCA
COO & President
Loyalty Management Group



Loyalty
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OWNER INFORMATION:

Owner's Name(s): _____

Property address: _____

Preferred Mailing Address: _____

Daytime Contact #: (____) _____ Evening Contact #: (____) _____

Email Address(es): _____

Vehicle Make/Model: _____ Year/Color: _____ Tag #: _____

Vehicle Make/Model: _____ Year/Color: _____ Tag #: _____

Pets (number/weight/registration number): _____

Is the property rented? Yes ☐ or No ☐

If you selected yes, please mail this back with a copy of the current lease.

TENANT INFORMATION:

Owner's Name(s): _____

Property address: _____

Preferred Mailing Address: _____

Daytime Contact #: (____) _____ Evening Contact #: (____) _____

Email Address(es): _____

Email Address(es): _____

Vehicle Make/Model: _____ Year/Color: _____ Tag #: _____

Vehicle Make/Model: _____ Year/Color: _____ Tag #: _____

Pets (number/weight/registration number): _____

EMERGENCY CONTACT INFORMATION:

Emergency Contact: _____ Relationship: _____

Phone #: _____ Email: _____



Check here to opt in to receiving Association correspondence via email. Opting in allows us to send you important updates, meeting agendas, and newsletters. This will save you and the Association money as it waives the requirement to mail notices.

PLEASE EMAIL THIS FORM TO: INFO@LOYALTYMGMTGROUP.COM