



Dear Eagles Landing Resident,

Congratulations on your new home! HOA Management Services manages the day to day affairs of your association, and we would like to take a moment to introduce ourselves and answer some frequently asked questions about your association.

Our main goal is to help your neighborhood prosper. We do this by assisting the Board of Directors with all aspects of community management, including accounting, covenant enforcement, maintenance, and much more. HOA Management Services is here to answer any questions you may have, and to address any concerns about your community.

While we are happy to assist with the daily affairs of managing a community, it is important to note that the Board of Directors is still in place; your neighborhood is still being watched over by fellow residents. We take all direction from the Board and they will make all major decisions (capital improvement, legal actions, etc.).

It is our firm belief that communication is the best policy. If you receive any correspondence from us and have any questions or concerns *please* contact our office. We are more than willing to work with you to the extent of our abilities and come up with a solution that best serves you as well as the community of Eagles Landing.

In an effort to enforce the protective covenants of Eagles Landing, we currently perform bi-weekly inspections of your neighborhood. It is our practice to document any violations we find and send a compliance notice via USPS. The letter explains our findings and is a friendly reminder that all homes in Eagles Landing are subject to the covenants. Widespread compliance not only gives the community a put together, polished appearance, but helps protect property values as well.

Once again if you have any questions, comments, concerns, etc., please do not hesitate to contact our office at 316.351.7650; any member of my staff would be more than happy to assist you.

Best Regards,

A handwritten signature in black ink, appearing to read "Rodney Z. Wright", written in a cursive style.

Rodney Z. Wright, CMCA, AMS, PCAM
Vice President and Chief Operating Officer
HOA Management Services
1900 E Douglas Suite 100
Wichita, KS 67214



Frequently Asked Questions:

Q: If I wish to make any exterior changes to my home, what are the rules for that?

A: All exterior home or landscaping changes require the homeowner to submit a project approval form, which you can obtain from HOA Management Services. A courtesy copy is also included with this letter. Please note, any exterior improvements, such as repainting your home a different color, new roof, windows, siding, major landscape changes, or other exterior improvements, require board approval. Please fill out the project form as completely as possible and submit it to HOA Management Services. They will submit it to the Board for approval or questions and get back to you as quickly as possible.

Q: Are there covenants that apply to homeownership in Eagles Landing?

A: Yes, there is a declaration of covenants, conditions, restrictions, easements, and disclosures that apply to all residents in Eagles Landing. It is a lengthy document, plus amendments, that outlines all of the legally-binding rules and restrictions to homeownership. Generally, homeowners are required to keep their property in good condition, which includes keeping homes in good order and repair, regular mowing & trimming, keeping trash cans concealed except on collection days, not allowing inoperative or disabled vehicles on lots, etc. You are encouraged to read through the covenants to familiarize yourself with these conditions and restrictions. A complete copy is available through your title company, or HOA Management Services would be happy to provide you with an electronic copy.

Q: How much are HOA Assessments and when are they paid?

A: Eagles Landing HOA assessments are \$287.50 annually and are due January 1st. You will receive an invoice in the mail. If you do not receive an invoice by the 15th of the month before due please contact our office. Failure to receive an invoice does not exempt you from your responsibility of payment.

Q: Where do I mail my HOA Assessments?

A: HOA Assessments are mailed directly to your association's bank (Lockbox) to be deposited. Please update the mailing address for your assessments to:

Eagles Landing Homeowners Association
PO Box 90012
Omaha, NE 68103-1512

Q: Is there a way to make payments for my HOA assessments online?

A: Yes. Payments may be made via electronic check or credit/debit card through Community Association Bank at <https://www.mutualpayproperty.com/index.html>. You will need the community type (**Association**), Management Company ID (**4017**), Association ID (**ELNO**) and your account number. You may also mail your payment with the coupon included with your invoice, to our office at 1900 E. Douglas, Suite 100, Wichita, KS 67214. Mailed payments must be in the form of a cashier's check/money order or a personal check. If making a payment in person please bring a money order or a personal check. CASH IS NOT ACCEPTED.

Q: Is there a preferred trash service in my neighborhood?

A: Yes. Waste Connections is the **required** service provider. They can be contacted 316.838.4920. Please let them know that you are part of the Eagles Landing Homeowners Association when you call.



Q: Is there a community website?

A: Yes. The website link is <http://https://hoamgmtsvcs.vmsclientonline.com/>. Your website login information is included in this mailing. The website contains important association governing documents, financial records, meeting records, copies of communication notices, your property account history and compliance history, and more.

Q: What if I would like to help with projects or other work in the commons area?

A: Please contact HOA Management Services first before doing any work in the common areas so that it can be approved by and coordinated with the Board of Directors. Eagles Landing has certain contractors retained for work such as mowing & trimming, repairs, etc., so we want to make sure the work is not already something paid for by the association or that it doesn't cause unexpected cleanup or repair costs.

Q: Who are the points of contact for Eagles Landing at HOA Management Services?

A: HOA Management Services is split into two departments: Accounting and Community. The Account Manager for Eagles Landing is Terri Wolfe; she handles all aspects regarding billing, payments, and the association's financial records. She can be reached at TerriW@homeownermgnt.com or at 316-351-7650 ext. 215. The Community Manager for Eagles Landing is Ashley Derrett; she handles all aspects regarding property maintenance, compliance enforcement, and the association's community needs. She can be reached at AshleyD@homeownermgnt.com or at 316-351-7650 ext. 211.

Please contact HOA Management Services with your new telephone number and e-mail address to ensure the association has complete and accurate records.
316.351.7650 or customerservice@homeownermgnt.com