

Lake Mirage Homeowners Association

PO Box 5720 | Mesa, AZ 85211-5720
P: (480) 649-2017 | F: (480) 649-0902
www.gothoa.com

NEW MANAGEMENT COMPANY

Preferred Communities ... “Loving Where You Live!”

Effective **November 1, 2022**, Lake Mirage Homeowners Association will be partnering with **Preferred Communities** in performing management responsibilities for our community. This includes common area maintenance, CC&R enforcement, and financial affairs. Please join the Board of Directors in support of this new partnership!

Here are a few items that will help for a smooth transition:

- Your new Community Manager is **Robert Herrera**; however, Preferred Communities works based on a team approach. Anyone in the office can assist you with your questions or concerns. Our office hours are 7:30am to 5:00pm Monday through Thursday. Calls are answered 24/7 for common area maintenance emergencies. Our address is:

Payment Mailing Address:	PO Box 65493, Phoenix AZ 85082-5493
Correspondence Mailing Address:	PO Box 5720, Mesa AZ 85211-5720
Physical Address:	1134 E University Dr Ste 114, Mesa AZ 85203-8048

- Your account number has changed! Your new account number is _____ Be sure to use this account number going forward. Payments made using the account number provided by the prior management company may cause a delay in posting to your account.
- Due to privacy laws, banking information on file with the current management company cannot be transferred over to us. If you wish to continue with autopay, you will need to utilize one of our online options. There are several ways to pay your regular assessment:
 1. **Pay by Check:** Checks must be made payable to **Lake Mirage Homeowners Association** and mailed to the payment mailing address. Do not forget to include your new account number on your check, otherwise, there could be a delay in processing your payment. There is no guarantee your payments will be received by Preferred Communities if mailed to the prior management company.
 2. **Bank Bill Pay:** If you utilize your bank's bill pay service, you will need to update the account number and payment mailing address for all payments going forward. There is no guarantee your payments will be received by Preferred Communities if mailed to the prior management company.

3. Online Payment / Account Access: You can access real-time account information and make changes to your account by utilizing *MyAccount Portal*. Online payments can be made within the portal or by utilizing one of the other payment options available on our website. **Please note – access to online payments may not be available until November 1, 2022.** You will receive a separate email containing your credentials to create an online account. *The following email address was provided by the prior management company (if blank, none provided):* **dc_wendt@yahoo.com**

- Statements will be mailed out within the next couple of weeks. Keep in mind – the initial statement you receive will not include any balances owed or credit payments currently applied to your account with the prior management company. All account balances and credit payments will be reflected in our system no later than
- If your home is currently for sale, please provide your real estate agent with Preferred Communities contact information. The Resale Disclosure team can be reached via email at info@gothoa.com.
- **A Resident Information Form is enclosed.** Please take a moment to complete the form and return it to Preferred Communities. Email is the Association's preferred method of communication to help keep costs to a minimum. Help us keep you informed! You may return the completed form via email: info@gothoa.com, by fax: (480) 649-0902 or by mailing it to: PO Box 5720, Mesa AZ 85211-5720.
- All governing documents, newsletters, and other important information will be posted on the Preferred Communities website and on *MyAccount Portal*.

You may see Preferred Communities team members walking or driving through the community, at different times of the day or night. Please feel free to stop us and introduce yourselves! We like the personal approach – our company motto "*Loving Where You Live*" is not only for Board Members, but everyone in the community! And that includes YOU!

Just to recap: Effective November 1, 2022, all questions, phone calls, correspondence & payments need to be addressed to Preferred Communities.

We look forward to a great relationship with Lake Mirage Homeowners Association!

Sincerely,

Preferred Communities
On behalf of:
Lake Mirage Homeowners Association

Lake Mirage Homeowners Association

RESIDENT INFORMATION FORM

It is important for Lake Mirage Homeowners Association to have up to date contact information in case of an emergency. If you have concerns about providing this information, please contact Preferred Communities at (480) 649-2017 or by email at info@gothoa.com.

Please return this form via Email: info@gothoa.com, Fax: (480) 649-0902 or by Mail: PO Box 5720, Mesa, AZ 85211

**** The information provided will ONLY be used for Association business. ****

Lot/Unit #: _____ Property Address: _____

Homeowners Name(s): _____

Mailing Address (if different): _____

Home Phone: _____ Work Phone: _____

Cell Phone: _____ E-Mail: _____

Is this a rental home? _____ Yes _____ No

**If yes, please complete the Tenant Registration Form on the reverse side.*

Emergency Contact Information:

Emergency Contact Name: _____

Mailing Address: _____

Home Phone: _____ Cell Phone: _____

E-Mail: _____

Property Manager Contact Information:

Manager Name/Company Name: _____ / _____

Mailing Address: _____

Work Phone: _____ Cell Phone: _____

E-Mail: _____

Account Authorization:

Complete this section to grant someone else access to your account.

Name: _____ Phone: _____

Lake Mirage Homeowners Association

TENANT REGISTRATION FORM

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Please return this form via Email: info@gothoa.com, Fax: (480) 649-0902 or by Mail: PO Box 5720, Mesa, AZ 85211

**** The information provided will ONLY be used for Association business. ****

Lot/Unit #: _____ Property Address: _____

Homeowners Name(s): _____

Term of Lease: _____ / _____ / _____ to _____ / _____ / _____

Tenant Name(s): _____

Mailing Address (*if different*): _____

Home Phone: _____ Cell Phone: _____

E-mail: _____

Vehicle Information

1. Make _____ Model _____ Color _____ Plate _____

2. Make _____ Model _____ Color _____ Plate _____

3. Make _____ Model _____ Color _____ Plate _____

4. Make _____ Model _____ Color _____ Plate _____

The requested information on this form complies with A.R.S §33-1260.01 and §33-1806.01