

LAKE MIRAGE HOMEOWNERS ASSOCIATION

C/O Capital Property Ventures
2450 S Gilbert Rd, Ste 100
Chandler, Arizona 85286
(480) 538-2565 * Fax (602) 391-2626

October 20, 2021

Re: New Management Company

Dear Homeowner,

This notice is to inform you that your Board of Directors recently elected to make a change in your community association management company. The decision was not made lightly and was only done so after a thorough review. We are pleased to inform you that as of **November 1, 2021**, Capital Property Ventures LLC will be assuming the management duties of Lake Mirage Homeowners' Association. Capital Property Ventures (CPV Management) is a firm dedicated to the management of Community Associations. We are a family-owned management firm located in Chandler and represent several other Associations.

We share your enthusiasm and intend to help you maximize your enjoyment of the community. In order to help update our records, we ask for your help. If you could please fill out the attached information sheet, providing your mailing address, phone number, and your **email address** we would appreciate it. Email is a quick and efficient means for the Association to communicate with its members. As such, a number of additional communications will be sent via email in the coming months with important information. Please return the Owner Information Sheet via email or fax, it can also be mailed.

The payment for **Lake Mirage Homeowners' Association** is currently **\$80.00 per Month**. We will be gathering the payment ledgers from the previous management company and reconciling each owner's account after November 1, 2021. The account numbers from the previous management company will no longer be valid, please utilize the new account number on your November Statement. Those who utilize the "Bill-Pay" service at your bank will need to update the mailing address as listed below.

Shortly following this letter, you will receive a generic billing statement indicating the regular monthly charge of \$80. This statement will have your new HOA account number and billing information. If you have already paid your November payment, your funds will be transferred over to our office during the transition period. Please note that **Automatic payments** set up by the previous management company **will no longer be processed.** If you have not yet sent in your November payment, **please mail in your payment once you receive the billing statement following this letter. Owners may also send in payment now by making checks payable to Lake Mirage HOA and be sure to put your address on the check. Payments may be sent to:**

Lake Mirage HOA
c/o Capital Property Ventures, LLC
P.O. Box 98082
Phoenix, AZ 85038-8082

For questions regarding your account or any concerns about the property, please call 480.538.2565 or email **info@cpvmgt.com**. CPV Management also provides a 24-hour emergency service. In the event of an emergency after regular business hours, please call our office at 480.538.2565 and follow the prompts to connect to the answering service.

We look forward to the opportunity to be of service and to establish a long-term relationship with you and your Association.

Sincerely,

Jon Passey

Jon Passey CPM®
Property Supervisor

Enc Owner Info Form
Frequently Asked Questions

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October 20, 2021

Re: Management Transition

Dear Homeowners,

Below are some commonly asked questions during a transition. We are committed to helping the transition go as smoothly as possible.

- **Is there an after-hours number to call in case of an emergency?**
 - Yes! Simply call our office at 480.538.2565. You will then be prompted to push 1 for after hours emergency. The answering service will page the on-call property manager.

- **How do we set up our HOA dues on auto pay?**
 - You have several ways of making your monthly assessment. You can set up “Bill-Pay” with your bank and your bank will send a check out every month.
 - You can also set up an account with the Association bank, CIT Bank. You can visit <https://propertypay.cit.com/>. This will allow you to pay a onetime payment or set up an account for re-occurring payments. You are also able to pay with an E-Check, Visa, Mastercard, Discover, or American Express. For this option you will need your account number. This information will be sent out in the coming weeks after each owner’s accounts are set up.
 - You also have the option of mailing a check to the address on your billing statement.

- **If I have a question where can I get an answer at?**
 - All questions can be answered by emailing out office at Info@cpvmgt.com or by calling at 480.538.2565.
 - Most communication regard your Association is sent by email. Please make sure we have an updated email address for you on file. We will email out an Owner Information sheet for you to fill out.

- **Can I see my HOA account online?**
 - Absolutely! If you go to our website cpvmgt.com and click on the button under Homeowner Resources, then click Portal Log in, then click create log-in. From there it will lead you to set-up a username and password. You will also need your account number associated with your HOA account. Those will be sent out in the next few weeks when everything is all set up.

- **What happens if you paid the whole year in advance?**
 - Your credit will transfer from the previous management company over to us.

Hopefully this helps clarify the transition. If you have any questions, please feel free to reach out to our office. 480.538.2565.

Sincerely,

Jon Passey

Jon Passey, CPM®
Property Supervisor

CPV MANAGEMENT

2450 S Gilbert, Suite 100
Chandler, AZ 85286
480.538.2565 * Fax 602.391.2626
Info@CPVMgt.com

OWNER / TENANT INFORMATION SHEET

Please provide the following information and return it to the address or fax number listed above.

Owner Name: _____ Property Address/Unit. _____

Hm Phone: _____ Work Phone: _____

Cell Phone: _____ E-mail: _____

Please fill in this section if you lease your unit:

Owner's Mailing Address: _____

City: _____ State: _____ Zip: _____

Owner's Agent: _____

Agent's Mailing Address: _____

City: _____ State: _____ Zip: _____

Agent's Telephone No.: _____ Agent's E-mail: _____

Tenant Info

Tenant Name: _____

Lease Term.: _____ License Plate.: _____

Cell Phone.: _____ E-Mail: _____

Telephone No.: _____

Emergency Contact (if owner or tenant can't be reached):

Name: _____ Telephone No.: _____

Concerns or Questions that need to be addressed:
