



December 18, 2019

Dear Neighbor,

Sunrise Property Management Group has partnered with The Oaks and will now be your property management company as of January 1, 2020. We will be your main contact for all inquiries related to your association. Our job is to field all inquiries from The Oaks residents, manage the common areas, work closely with the vendors to provide excellent service and to keep the association fiscally sound.

Please contact Sunrise with inquiries about:

- Restrictive Covenants and By Laws. Copies of each can also be found on the website
- Your homeowner's association dues
- Vendor services such as snowplowing, mowing and maintenance of common areas, pond maintenance
- Architectural Control for approval of fences, decks, etc. An application can be found on the website

#### CONTACT INFO, HOURS

- By phone: 260-625-6605
- By email: [bcarmody@sunrisepropmgt.com](mailto:bcarmody@sunrisepropmgt.com). Please direct any questions about dues or payments to Tim Glassley at [tglassley@sunrisepropmgt.com](mailto:tglassley@sunrisepropmgt.com)
- Through our website [www.sunrisepropmgt.com](http://www.sunrisepropmgt.com). Then click "Contact"
- Our office hours are 9:00 am to 4:00 pm Monday through Thursday and 9:00 am to 12:00 pm on Friday. We reserve the time before and after these hours for administrative duties and to conduct on-site visits

#### MORE INFORMATION, DOCUMENTS

- Our website has more information about Sunrise and The Oaks. Our website is [www.sunrisepropmgt.com](http://www.sunrisepropmgt.com). Go to "Our Associations" and click The Oaks. There is a link on that page for the existing website. The webpage will be up and running soon
- COMING SOON: Residents can soon access their current balance, make online payments, choose paperless delivery of documents, submit architectural control applications and access other information by logging on to a secure portal and mobile app. **This is optional!** Residents are not required to use the portal. It is for convenience only. If we have an email address on file, you will soon be receiving an email with more information about creating an account. If you are interested but don't think we have your email address on file, please call, email or go to our website and click "Contact" to provide your email address.

## ARCHITECTURAL CONTROL

- If you plan to make any changes or additions to the exterior of your home or to your property, please fill out an architectural control application and upload it to our portal or email/mail it to our office. We will forward it on to the Architectural Control Committee for consideration
- Forms can be found on our website or you can contact our office to have an application mailed or emailed to you

## PAYING DUES

The annual dues for the fiscal year starting on November 1, 2019 are \$120.00.

- **WHEN TO PAY:**
  1. The annual dues are due by January 1, 2020
  2. If the dues have not been received by February 28, you will receive a late notice and be subject to any applicable late fees or interest charged outlined in The Oaks restrictive covenants
  3. A second late notice will be sent if no payment has been made within a month of the prior late notice. This notice will outline the lien placement process and provide an opportunity to avoid lien placement if payments are received timely.
- **HOW TO PAY:** If you have not yet paid your dues for there are several ways to pay:
  1. Write a check made payable to The Oaks and mail to Sunrise Property Management Group, PO Box 402, Hometown, IN 46748
  2. Set up bill pay with your bank and make sure they mail the check to our address
  3. Pay online by visiting our website [www.sunrisepropmgt.com](http://www.sunrisepropmgt.com) . Click "Pay Online" and follow the prompts to set up a secure account. Payments can be made from a checking or savings account or from a credit or debit card
  4. **COMING SOON:** Pay online via Appfolio secure portal. As soon as this option is available you will receive an email with more information

If you have any questions about Sunrise and the services we offer, feel free to give us a call or send us an email.

Best Regards,

Brian Carmody  
Sunrise Property Management Group  
Agent for The Oaks