

## Loudoun Management Associates, Inc.

Post Office Box 2070, Purcellville VA 20134-2070

(Office) 540-751-1888 – (Toll Free) 866-LMA-1890 - (Fax) 540-751-1899 - (Email) WHOA@lmainc.com

Dear Homeowner:

Effective November 1, 2011, the Board of Directors of Westerley Homeowners Association hired **Loudoun Management Associates, Inc. (LMA)** to perform the day-to-day management functions for the Association. The staff at LMA is looking forward to working with Westerley Homeowners Association (WHOA). In this letter, we are providing some important information to assist you during this transition.

**Who Are We?** LMA is a full-service association management firm based in Loudoun County. In addition to *Westerley*, we manage approximately 53 communities in the Washington metropolitan area, a current total of some 6,000 houses and condominiums.

**A few numbers/addresses to keep handy:** As of today, mail ***all correspondence except HOA dues payments*** to:

Westerley Homeowners Association (abbreviate as WHOA)  
c/o Loudoun Management Associates, Inc. (abbreviate as LMA)  
P. O. Box 2070  
Purcellville VA 20134-2070

***“All correspondence except HOA dues payments”*** includes, but is not limited to:

- (1) Architectural applications and all architectural-related correspondence (if applicable).
- (2) Covenants/Bylaws-related correspondence
- (3) Late fee/legal fee waiver requests and other financial-related correspondence
- (4) Board of Directors and committee-related correspondence
- (5) Annual Meeting proxy forms

**LMA's contact numbers and email address** are:

Justin Fritzius  
(Office) 540-751-1888 ext 110 - (Fax) 540-751-1899  
(Email) WHOA@lmainc.com

**New Homeowner Association Dues Payment Instructions:** Enclosed please find the November and December 2011 Coupons with windowed envelopes for payment. Please note that payments sent to your former management agent prior to this mailing will be credited to homeowner accounts and there is no need to resend the same payment to the new address. **Please discard any remaining payment coupons or statements directed to the previous management company and make changes to your online bill pay accounts as needed.** If you previously paid through automatic debit with the former management company, you will need to send the enclosed form to LMA to continue this service. In order for this to be processed for November, please ensure the form is received by our office no later than November 10. Also, please note your ***new account number, located on the coupons***. Please use this number for ***all correspondence***.

**Effective immediately, please mail HOA dues payments to:**

WHOA  
P. O. Box 64412  
Phoenix AZ 85082-4412

Please note the Phoenix AZ mailing address. The Association's bank for their operating (checking) account is **Community Association Banc (CAB)** ([www.cabanc.com](http://www.cabanc.com)). CAB provides a lock box service at the Phoenix address. Please note that monthly dues are ***due and payable on the 1<sup>st</sup> of the month*** and are ***late if received in Phoenix after the 15-day grace period***. Accordingly, please ***allow sufficient time*** for your payment to reach Phoenix by the 15<sup>th</sup>. If you have questions about your account balance, please contact us.

Please See Reverse Side

If you wish to pay your HOA dues by *Automated Clearing House (ACH, a.k.a., electronic funds transfer or "EFT")*, please complete the enclosed Preauthorized Electronic Assessment Payment Services Authorization Card and *mail it to the Purcellville address* along with a *voided check – not a deposit slip*. Forms must be received by the 10<sup>th</sup> of November for ACH payments to begin in November.

**Architectural/Covenants/Bylaws Issues.** We will be reviewing and processing applications for external improvements to maintain the Association's Covenants and Bylaws. Please forward all applications for improvements (e.g., windows, etc.) to the **WHOA, P. O. Box 2070, Purcellville VA 20134-2070** address. Our job is to review applications for completeness, assist homeowners with completing incomplete applications and forward completed applications for a decision. We will work closely with the Association to ensure that the Covenants and Architectural Standards are maintained and continue to enhance your investment.

**Update.** Over the past month, we have visited the community on several occasions to familiarize ourselves with the WHOA "lay of the land." We have begun to receive the HOA's books and records from the outgoing management agent and are in the process of building our own customized homeowner files. Additionally, during our inspection we noted architectural repair items such as patios being in disrepair, and aesthetic upgrades such as broken window blinds or broken screens. We encourage you to make the necessary repairs so that we will not be required to cite your unit.

**Business Hours.** LMA's business hours are 8:30AM to 5:30PM, Monday through Thursday and 8:30AM to 12:30PM on Friday. We make every effort to return calls quickly and we periodically check messages during non-business hours. When leaving a message, please make sure to include your name, address and account number (if available) since our files are tied to account numbers. Account numbers are 5-digit numbers and are listed on your coupon book.

**Emergencies.** Homeowners who have an emergency that threatens life or property outside of our business hours, can call our office number at 540-751-1888 and listen to the message to reach the on-call manager. The on-call manager changes weekly and is able to assist with emergency issues only.

**Our Job.** We manage WHOA's business operations by consulting with the Board of Directors, attending meetings, tracking finances and working with vendors to ensure that your community runs smoothly, but our job doesn't end there. We also work with local jurisdictions to further the community's interests. Moreover, we are the management agent for the entire community, not just the Board of Directors, and we welcome comments and suggestions from all members and residents. We believe in open communications from you to us and from us to you.

In closing, here's a little of our business philosophy. The biggest factor in successful community relations is communication. To that end, we manage our communities by walking around and talking with people and by facilitating communications between homeowners, the Board of Directors and committees. You can help with this process. Get to know your neighbors, your Board members and LMA. Attend HOA meetings. Volunteer for a project; join a committee or the Board. Be involved in the organization that most impacts the biggest purchase of your life.

Sincerely,



Dave Ciccarelli  
President