

Software Transition from VMS to CINC Systems

Dear Board Members,

We are excited to share important news regarding a strategic upgrade to our management software platform. After extensive evaluation and thoughtful consideration, Westwind Management Group will be transitioning from VMS to CINC Systems, a leading-edge community management software designed to better serve our clients, boards, and homeowners.

A Foundation of Commitment

Over the years, we have worked diligently to maximize the capabilities of VMS. Our team has customized workflows, integrated tools, and trained staff to ensure VMS was able to support our operations and your community's needs as effectively as possible. As technology and expectations have evolved, we recognize the need for a more modern, flexible, and user-friendly platform to continue delivering exceptional service.

A Platform Built for Today and Tomorrow

After a thorough vetting process, we selected CINC Systems for its robust features, intuitive design, and ability to enhance transparency and communication across all levels of community management.

Key Benefits for Boards:

- Secure access to board-specific content via a responsive web portal and native iOS and Android apps
- Review and manage architectural requests, violations, invoices, work orders and finances
- Robust and customizable reporting
- Integration with AI to support document handling and improve operational efficiency, allowing our team to increasingly focus on building strong relationships and supporting your community

Key Benefits for Homeowners:

- Real-time updates on violations and architectural requests
- Easy access to ledgers, payments, and community documents
- Amenity reservations and event calendars
- Mobile app and web portal access for convenience





Integration Timeline and Transition Plan

We anticipate full implementation of CINC Systems as of March 1, 2026. Our transition plan includes:

- Discovery
- Data export, transformation, loading, and validation
- System setup, configuration and validation
- Process alignment and team training
- Client onboarding, training, and support resources

Additionally, we will provide monthly communication to community boards regarding milestones and timelines during this transition. The only actions homeowners will need to take will be signing up for the new portal upon launch. Support materials and communications will be provided to ensure a smooth transition for all users. **Please note: homeowner payments, automatic payments, and integration services with Alliance Association Bank (Western Alliance) will not be changing.**

What This Means for Your Community

This upgrade is more than a software change; it reflects our commitment to innovation, transparency, and service excellence. With CINC Systems, your community will benefit from:

- Enhanced communication and visibility
- Streamlined board operations
- Improved homeowner engagement
- A modern, mobile-first experience

We are confident this transition will elevate your experience and strengthen our partnership. If you have any questions or would like to discuss the transition in more detail, please don't hesitate to reach out to Silvia Gregory, Chief Operating Officer, Silvia@westwindmanagement.com.

Thank you for your continued trust in Westwind Management Group.