



1/30/2023

Dear Owner(s):

After considerable examination of the many operational and management needs of the Association, we are pleased to announce that we have selected Westwind Management Group, LLC to assume management responsibilities of the Association, effective February 24, 2023.

### ASSOCIATION PAYMENT INFORMATION

#### **What about my next payment?**

Assessments are due quarterly, and are \$135/qtr. A return envelope is enclosed for your 2<sup>nd</sup> quarter, April 1<sup>st</sup> payment. We ask that all homeowners mail your April 2023 payment using this envelope, due to the transition.

No late charges will be assessed through May 31<sup>st</sup> during this transition. A new coupon payment booklet will be sent to you in March for your remaining 2023 Quarterly payments. You may also opt out of receiving a coupon book. If you prefer not to receive one, please send an email to: [coupon@westwindmanagement.com](mailto:coupon@westwindmanagement.com) and include your name and address to opt out.

We anticipate you will be able to sign up for automatic payments as early as March 20th (depending on timing of receipt of information from prior management). Once homeowners are able to sign up for Automatic Payments, we will send an email to those members with an email on file. At that time, you will also be able to access your account and review the balance (if any) received from previous management. **Please be aware that prior management has been instructed to stop any owner ACH payments as of February 23<sup>rd</sup>.**

#### **What if I pay my association assessments through a “bill pay” service or my bank?**

If your Association payments are made via a bill pay service through a third party or your bank, *this does not transfer to our new Management Company automatically*, so you will need to contact your bill pay service directly to arrange for the address change to send payments to:

TrailMark HOA  
c/o Westwind Management Group  
P.O. Box 95854  
Las Vegas NV 89193-5854

#### **What if I already sent my payment to the prior management company?**

Don't worry! Your first quarter assessments (January 2023) should still be paid to 4 Seasons Management Group. 4 Seasons has a legal obligation to collect your assessments through February 23<sup>rd</sup>, 2023. First quarter assessments were due to 4 Seasons by January 30<sup>th</sup>. 4 Seasons will be transferring all homeowner HOA accounts to Westwind Management Group. Any payments made to prior management after February 23<sup>rd</sup> will either be forwarded to Westwind or will be applied to your ledger by the prior management company before they turn over our records.

Please note that payments forwarded to Westwind by previous management, or which are received on or before February 24th, will be processed as soon as possible. *However, payments will not be able to be processed until appropriate records are received from prior management and all owner beginning balances have been entered.* It is estimated that payments will be initially processed the week of March 20<sup>th</sup>.

### OWNER PROFILE

So management may serve you more efficiently, please complete the *New Owner Profile Form* online at [www.westwindmanagement.com](http://www.westwindmanagement.com) under Homeowner Resources, or you may use the enclosed Form and return it to the management office via mail [27 Inverness Drive East, Englewood CO 80112], or email [info@westwindmanagement.com](mailto:info@westwindmanagement.com) or by fax to 303.369.0007.

## ASSOCIATION DOCUMENTS/REAL ESTATE TRANSACTIONS

### **What if I have a home sale upcoming or need documents during this transitional period?**

If you anticipate that you will need a status letter or questionnaire for a real estate transaction (sale of home, refinance, etc.) or any Association Documents in the next 30 days, please contact your realtor or title company representative to advise them of this change, so they can take appropriate action to secure those documents from prior management in advance of the transition date 2/24/23).

Within 30 – 45 days after management contract start date, we anticipate a complete association document package to be available through Westwind's service partner, HomeWise Docs.

## OWNER PORTAL / WEB ACCESS

### **How do I get access to the owner portal, documents and my account information?**

It is important to note that it can take up to 30 days from the contract start date to receive records from prior management. After Westwind has all of our information, it may take up to an additional 30 days to verify and enter, and / or upload everything for our website. This process will move along as quickly as possible, but if you find you need something in the meantime, just reach out to the below management team members, who will be glad to assist you personally. Westwind will notify us via email once the website is operational. Once you are able to access your account, you may then verify your account balance (if any) by viewing your account. *Please be sure to include your email address(es) when you submit your owner profile information so you will receive this and other important communications.*

## MANAGEMENT COMPANY INFORMATION

The main telephone number for Westwind Management Group is 303.369.1800. If you call after business hours with an emergency, please follow the voice prompts to reach their twenty-four-hour answering service. Please notify the answering service that it is an emergency, and they will respond appropriately. Non-emergency calls will be returned the next business day. The website is [www.westwindmanagement.com](http://www.westwindmanagement.com) and the main fax number is 303.369.0007.

Westwind Management offers a unique and thorough onboarding process for new clients, utilizing a leadership level transition team. The client onboarding process may take up to 90 days. Our transition team will include a Transition / Onboarding Manager, Silvia Gregory, Director of Management Services; an Administrative Professional, Liana Way, Director of Administrative Services; and handling our account setup, Anais Torres, Accounting Specialist. After the transition is complete, we will be assigned a long-term client experience team and the management company will advise the community of the new contact information.

**Our Association has been provided with a dedicated email and direct phone number exclusively for our owners and residents to use to contact the management company:**

**Email: [TrailMark@westwindmanagement.com](mailto:TrailMark@westwindmanagement.com)**

**Phone: 720-756-3187**

We look forward to an exciting future for our community!

*TrailMark Homeowners Association*

*Board of Directors*

Enclosures

**Pursuant to section 38-33.3-209.4, we are notifying homeowners of the Association as follows:**

The official name of the association (also referred to as a Common Interest Community) is TrailMark Homeowners Association, Inc. The date of recording of the declaration is: 12/22/1997 at Reception #F0528294 recorded in the public records of Jefferson County, Colorado. The physical address of the association is: S. Wadsworth Blvd. & W. Trailmark Parkway, Littleton CO 80127 and the phone number is as noted above. The registered agent is Brian TerHark.