

Frequently Asked Questions

Property Management Transition

Woodhaven Condominiums Homeowners Association, Inc. | Effective October 1, 2026

THE CHANGE

What is changing, and when?

Effective **October 1, 2026**, Worth Ross Management Co. (WRMC) will replace Alternative Management Group, Inc. (AMGI) as the Association's managing agent. AMGI continues to serve as manager through September 30, 2026.

What do I need to do right now?

Nothing. WRMC will send a "**Welcome Email**" to all owners on or about **September 2, 2026**, from CustomerCare@worthross.com. Please watch for it and be sure to check your junk or spam folder.

Does this change who governs the Association?

No. The Board of Directors, elected by the owners, continues to govern the Association. A management company acts as the Board's agent — it carries out Board decisions and handles day-to-day administration. Our governing documents, rules, and the Board itself are unchanged.

Why did the Board make this change?

The Board evaluated proposals from several management companies and selected WRMC as the most competitive option overall, considering scope of services, cost, and support for a community of our size.

Who is WRMC?

WRMC is a community association management company headquartered in Irving, Texas, with more than two decades of experience managing condominiums, high-rises, and homeowners associations across Texas. Its main number is 855-435-4596.

ASSESSMENTS AND PAYMENTS

Are my monthly assessments (dues) changing?

No. Your assessment amount is set by the Board through the annual budget, not by the management company, and it is not changing as a result of this transition. Any future adjustment would go through the normal budget process, with advance notice to owners.

How do I pay my September dues?

Exactly as you do today — to AMGI. **Nothing changes before October 1, 2026.** Please do not send payments to WRMC before that date.

How will I pay beginning in October?

On or around **September 25th**, WRMC will email you your October statement which will include your available payment options, the email will be sent from Info4HOA@worthross.com. Please wait for those instructions before setting up any new payment method.

Will my account balance and payment history transfer?

Yes, but they will not reflect on your October statement. AMGI will provide WRMC with final owner ledgers in the month of October, and any forwarding balance will then be imported by WRMC and will reflect on your November statement. In the meantime, feel free to deduct any credit balance you

know is due to your account when submitting your October payment. Late fees will not be assessed during the transition period.

DAY-TO-DAY OPERATIONS

Who do I contact about a maintenance or common-area issue?

Through September 30th, continue to contact AMGI as usual. Beginning October 1, contact WRMC using the information provided in its welcome email.

What happens to a request I already have open?

Open items — work orders, architectural applications, violation matters, and payment arrangements — are part of the records being transferred. If yours is not resolved by September 30, please follow up with WRMC after October 1 and keep copies of your earlier correspondence.

Will anyone be on site?

Yes. WRMC will hold scheduled on-site hours **each Thursday from 3:00 p.m. to 6:00 p.m.**, beginning in October. WRMC will also inspect the property monthly to record maintenance needs and report violations of the governing documents to the Board.

FEES, RECORDS, AND STAYING SAFE

Are there new fees for owners?

Regular assessments are unchanged. As is standard, certain owner-requested or owner-caused services — such as resale certificates and lender questionnaires, architectural review submissions, amenity access devices, returned payments, and collection costs — may carry a fee billed to the owner who requests or causes them, as permitted by Texas law. Owners may request the current fee schedule.

How do I know the welcome email is legitimate?

The welcome email will come from CustomerCare@worthross.com, and later communications (statements, community notices) will come from Info4HOA@worthross.com. Neither the Association nor WRMC will ever ask you to wire funds, pay by gift card, or send payment to a personal account. If you receive payment instructions that look unusual, do not act on them — verify first by calling WRMC directly.

Where can I get more information?

Contact any member of the Board of Directors. Owners may also request to review Association records, including the management agreement, in accordance with our governing documents and Texas law.

Prepared by the Woodhaven Condominiums HOA Board of Directors. This FAQ is provided for general information about the management transition and does not modify the Association's governing documents.