

Dear Residents,

We know that great service includes helping you save time, and one way we do this is by offering easy-to-use communication channels. As part of our ongoing commitment to enhancing your community experience, we are excited to announce **HODA**, a Homeowner Digital Assistant now available in your community.

HODA simplifies communication, making it easier than ever to get the answers you need without the wait. Whether it's a quick question about community rules, a maintenance inquiry, or help with your account, HODA is here to assist you anytime, anywhere

What is HODA?

HODA is a 24/7 communication tool powered by artificial intelligence, designed to provide you with immediate, reliable support at your fingertips. Whether you have a quick question about community rules, maintenance, or general information, HODA is here to help. If HODA is unable to resolve your inquiry, it will ensure your question is routed to the appropriate team, who will follow up as needed during regular business hours.

How Can HODA Help You?

Here are just a few examples of what HODA can do for you:

- **Quick Answers:** Access information such as community facility hours, trash collection schedules, or common area policies.
- **Account Assistance:** Check your account balance, recent payments, or due dates with ease.
- **Amenity Reservations:** Reserve or inquire about facilities within the community's common areas.

For instance, you might text HODA, "How do I pay my dues?" or "When is recycling pickup?" HODA will respond immediately with the information you need.

Getting started is easy:

1. To talk to HODA, simply text "Hey HODA" to 1-866-377-0779.
(This is the universal number for all FirstService Residential communities)
2. HODA's first text to you will be its contact information.
3. Click the icon and save the contact on your phone.
4. Whenever you have a question 24/7, text HODA.
5. That's it! It's as easy as texting a friend!

To make it even easier, you can also scan the QR code below to get started:

Please note that when you text HODA for the very first time, you will be prompted to confirm your communication preferences in Connect™. HODA will reply to you and outline the quick and easy steps to do this.

We're confident that HODA will become an invaluable resource for you, saving time and simplifying your communication needs. We're excited for you to experience the convenience and efficiency HODA brings to your community.

Thank you for being part of what makes your community such a great place to live!

