



Dear Rockwood Resident,

Congratulations on your new home! HOA Management Services manages the day to day affairs of your association, and we would like to take a moment to introduce ourselves.

Our main goal is to help your neighborhood prosper. We do this by assisting the Board of Directors with all aspects of community management, including accounting, covenant enforcement, maintenance, and much more. HOA Management Services is here to answer any questions you may have, and to address any concerns about your community.

While we are happy to assist with the daily affairs of managing a community, it is important to note that the Board of Directors is still in place; your neighborhood is still being watched over by fellow residents. We take all direction from the Board and they will make all major decisions (capital improvement, legal actions, etc.).

It is our firm belief that communication is the best policy. If you receive any correspondence from us and have any questions or concerns *please* contact our office. We are more than willing to work with you to the extent of our abilities and come up with a solution that best serves you as well as the community of Rockwood.

In an effort to enforce the protective covenants of Rockwood, we currently perform bi-weekly inspections of your neighborhood. It is our practice to document any violations we find and send a compliance notice via USPS. The letter explains our findings and is a friendly reminder that all homes in Rockwood are subject to the covenants. Widespread compliance not only gives the community a put together, polished appearance, but helps protect property values as well.

Once again if you have any questions, comments, concerns, etc., please do not hesitate to contact our office at 316.351.7650; any member of my staff would be more than happy to assist you.

Best Regards,

A handwritten signature in black ink, appearing to read "Rodney Z. Wright", written in a cursive style.

Rodney Z. Wright, CMCA, AMS
Vice President and Chief Operating Officer
HOA Management Services
1900 E Douglas, Ste 100
Wichita, KS 67214



Frequently Asked Questions:

Q: Is there a way to make payments for my HOA assessments online?

A: Yes. Payments may be made via electronic check or credit/debit card through Community Association Banc at <https://www.mutualpayproperty.com/index.html>. You will need the community type (Association), Management Company ID (4017), Association ID (ROCK), and your account number (please contact us for your account number). You may also mail your payment with the coupon from your invoice. If you elect to mail your payment, please send check or money order with your property address and account number clearly listed.

Q: Where do I mail my HOA Assessments?

A: HOA Assessments are mailed directly to your association's bank (Lockbox) to be deposited. Please update the mailing address for your assessments to:

**Rockwood Homeowners Association
PO Box 90012
Omaha, NE 68103-1512**

Please contact HOA Management Services with your new telephone number and e-mail address to ensure the association has complete and accurate records.
316.351.7650 or customerservice@homeownermgmt.com