



TRAC Management, LLC P.O. Box 3674, Chapel Hill, NC 27515 * 919-612-5296 * TRAC@TRACManagement.com

December 4, 2023

Dear Chandler Woods Homeowners:

Your HOA Board has selected TRAC Management as the new Association Management for Chandler Woods starting January 1, 2024. It is our responsibility and pleasure to assist your Association's Board of Directors in maintaining and enhancing the value of your homes and common areas and managing your regular dues payments. We will also be focusing on ways to improve communications and create a stronger sense of community.

The TRAC Management Team

TRAC Management has a team concept of responsibilities that will ensure efficient servicing of your community needs. Below is a brief introduction and job description of your team members with TRAC Management.

- **Thomas Whisnant, Senior Manager** - *Assisting with work orders, special projects, emergency repairs, and long-term community planning. Thomas will be taking over Kristina's role as your primary contact.*
- **Cyndi Whisnant, Office Manager**- *Responsible for fielding homeowner routine inquiries pertaining to requests for service, accounting questions, account balances, closings, refinancing documentation, and other administrative duties.*
- **Steven Gordon, Bookkeeping and Administrative Assistant**- *Responsible for handling day-to-day bookkeeping activities and other administrative support duties behind the scenes.*
- **Dave Winter, Assistant Manager** - *Assisting with drive through inspections, meeting with vendors, meeting on-site with neighbors as needed.*
- **Trudy Thornton, Bookkeeper** – *Financial records, budgets, account reconciliations.*

Please keep these team member's names and duties in mind when requesting information or action from your Association. A voicemail option is available for your convenience to leave messages and requests for action during and after regular office hours. This phone number is 919-612-5296. **The best way to report non-emergency problems is by emailing Trac@TracManagement.com.**

Paying Quarterly Dues This Quarter

We have changed the communities' bank to Truist. Do not worry if you have mailed your dues to the previous manager, they will relay the payments to us. Dues are \$240 for the quarter and payable to Chandler Woods HOA. You will receive more information about payment options through the Truist Homeowners Association Services payment site, however, it will be later in the month. You do not need to wait on this information to make your dues payments. You can mail your check c/o Trac Management, LLC to PO Box 3674, Chapel Hill, NC 27515 or contact us by email at trac@tracmanagement.com or phone at 919-612-2032 and we will give you instructions for paying online with debit, credit, or bank checks. The online portal will be added to the website within the next week for your convenience.

New Chandler Woods website

We are currently putting together a community website for Chandler Woods (chandlerwoodschapelhill.com) that will be used as a way to more effectively communicate basic information about the neighborhood. We look forward to your suggestions for how we can improve this as a central hub for what is happening and what's to come at Chandler Woods.

We look forward to meeting you soon and assisting you with your homeowner question or concerns. Thank you for giving us the opportunity of serving the Chandler Woods Homeowner Association.

Sincerely,

A handwritten signature in black ink, appearing to read "Thomas Whisnant". The signature is fluid and cursive, with a prominent initial "T" and a stylized "W".

Thomas Whisnant