



May 5, 2025

RE: REFLECTION LAKES AT NAPLES I CONDOMINIUM ASSOCIATION, INC.

Dear Homeowner,

We are delighted to share the exciting news that Allied Property Group, Inc. has been selected by your Association's Board of Directors to provide outstanding property management services, commencing on **June 1st, 2025**. Allied will assume responsibility for the financial and administrative management of the Association.

Your assigned Property Manager for **Reflection Lakes at Naples I Condominium Association, Inc.**, is **Yadira Hodgson, CAM**, who will be supported by our dedicated team at the Home Office. For direct communication, you can reach the Property Manager at yhodgson@alliedpropertygroup.net

IMPORTANT MESSAGE REGARDING MAINTENANCE PAYMENTS

To all owners opting to pay by check and receive a coupon book, kindly reach out via email to mcarrasco@alliedpropertygroup.net.

For those preferring online payments or wishing to enroll in ACH, Allied offers an owner portal where you can access your account, submit service requests, view association documents, and much more. The portal seamlessly integrates with ClickPay, our payment provider. You can also send your future payment to the PO BOX listed below:

**Reflection Lakes at Naples I Condominium Association, Inc.,
PO BOX 304064
TAMPA, FL 33630**

Allied will send a welcome email to all owners in the upcoming days containing instructions on how to register for the portal. Additionally, a follow-up notice regarding ClickPay registration will be provided.

Please note that if you already use ClickPay for other association payments, there's no need to re-register; simply log in to your existing clickpay account and link your unit.

You can also use your bank's Bill Pay service to pay your maintenance fee. If you're already using this service, please update the PO Box to: **P.O. Box 30464, Tampa, FL 33630**, and make sure to include your property address in the memo section. Payments made through Bill Pay without a coupon may experience delays, so we recommend scheduling payments at least 10 business days before the due date to avoid late fees. **No late fees will be applied in the month of June.**

If you have already paid your maintenance fees, rest assured that we will retrieve that information from the association's previous management company and ensure your payment is properly credited to your account. We will follow up to confirm that all balances and credits are accurate.

If you have questions about your account and do not have a computer, please contact Allied Property Group, Inc. at **(305) 232-1579** and ask to speak with a Customer Service Representative. In case a representative is unavailable, kindly leave a message, and your call will be returned no later than the next business day. You can also email your questions to csr@alliedpropertygroup.net

For emergencies outside office hours, please call **(305) 232-1579**. Immediate response will be provided only for calls related to actual emergencies. Non-emergency calls will be returned the next business day.

The entire Allied Team and I eagerly anticipate the opportunity to meet you and your neighbors. Should you have any concerns or questions, please feel free to contact our Customer Service Department.

Sincerely,

Ana Rivero, President