



FirstService
RESIDENTIAL

*Welcome to
the Family!*

**FirstService Residential
Resident Welcome Packet**



Welcome!

We are proud to be the first to welcome you to FirstService Residential. We strive to assist in reaching the goals of the community and enhancing property values for everyone. We want to take this opportunity to provide you with some valuable information that you will need as a homeowner within the community.

About Your Community Management

For more than 25 years, Texans have looked to FirstService Residential to manage their communities. The Lone Star State may be known for Tex-Mex and rodeos, but it's also home to plenty of growing, modern communities! From Dallas-Fort Worth to Austin and San Antonio to Houston, our dedicated team of experts is ready to assist you with world-class service.

As our valued partner, we foster national and local relationships and leverage those connections to help your community achieve preferred status with vendors and suppliers, translating to overall lower costs and better service.

Your values are our values. No matter the need, we handle it all so you can focus on the people and experiences that make your house a home.

That's our promise.

Our Mission

Deliver exceptional service and solutions that enhance the value of every property and the lifestyle of every resident in the communities we manage.

For Your Community

As a FirstService Residential client, your community will receive the following services:

- ▶ Integrated resident account management through FirstService Residential's Connect Platform
- ▶ 24/7 resident access to a live person at FirstService Residential's Customer Care Center
- ▶ Streamlined communication through advanced technology tools
- ▶ Substantial cost savings through combined buying programs
- ▶ Best-in-class training for HOA Board members to increase skills needed to excel in their roles

Volunteers Needed!

There are many ways you can volunteer your time and talents for the betterment of the community! Contact your Association Manager to learn about your community's volunteer opportunities.

Architectural Review Process

Did you know: You have to obtain approval from the Architectural Control Committee (ACC) before making exterior home improvements? Be sure to reference your Connect Resident Portal for the appropriate forms.

Here are a few examples that may require ACC approval:

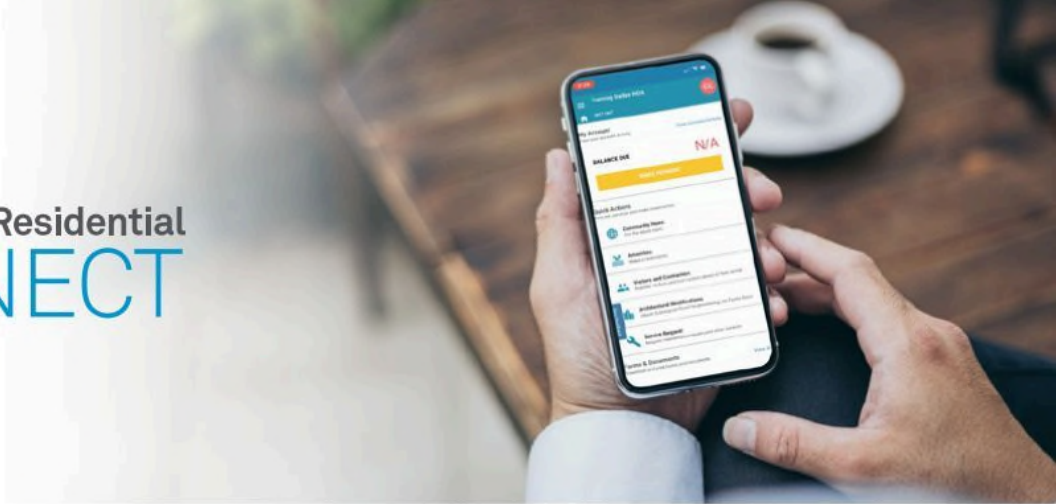
- ▶ Fence installation or replacement
- ▶ Satellite dish
- ▶ Hardscape changes or additions
- ▶ Major plant material changes
- ▶ Rain gutters
- ▶ Any exterior lighting changes
- ▶ Patio cover/trellis/gazebo
- ▶ Water conditioner/softener
- ▶ Pools

For a full list of ACC requirements for your association, please see the Forms & Documents tab in the Connect Resident Portal.





FirstService Residential
CONNECT



Keeping You Connected - On the Go, 24/7 Connect Resident Portal

The Connect® Resident Portal is your gateway to what's going on in your community and individual account. By registering, you will have access to:

- ▶ Real-time account balance, history and ability to make a payment via ClickPay (access for owners only).
- ▶ FAQs, documents, and other forms
- ▶ View commonly used links
- ▶ View community calendar for meeting and event dates
- ▶ Update your contact information, 'opt-in' to the community directory and customize your communication preferences

You can find more information on what you can do, and register by visiting bit.ly/txresidentportal or scan this QR Code with your phone's camera.

If you need further assistance, please contact the toll-free 24/7 Customer Care Center.



Do We Have Your Email Address?

If not, please share it with us so you can select your preferred method(s) of communication. Simply provide your email address by:

1. Calling our toll-free 24/7 Care Center,* or
2. Sending it to your Community Manager, or
3. Going to the [resident portal registration page](#)

From there, you can easily choose how you prefer to receive updates and stay informed.

*We take your privacy very seriously and will not sell or share your information. All correspondence will be sent to/from an account that doesn't divulge your address. *You can find your location's toll-free Customer Care number on the next page of this document.*



Paying Assessments

Preferred Method: Paying your dues electronically is quick and easy with our payment partner, **ClickPay!** Payments can be made online using an ACH draft or Credit Card. Visit login.clickpay.com/firstservice. You will need your account number, the primary homeowner's name and the address.

Bill Pay Method: If you utilize the Bill Pay feature with your financial institution, FirstService Residential is a registered "payee" and eligible for electronic funds transfers. To ensure your payments are posted correctly, please include your FirstService Residential account number in the setup.

Paper Check Method: If you would prefer to mail a check or set up online bill pay, you will want to include your account number and use our lockbox addresses below.

Please note that paper checks are often taking over 5 days to reach their destination, due to updated USPS service standards on First-Class Mail. You may want to consider one of the alternative payment methods noted above, to ensure timely receipt of your assessment payment.

Dallas and Fort Worth Communities:

Community Name
c/o FirstService Residential
PO Box 30343 Tampa, FL
33630-3343

Houston Communities:

Community Name
c/o FirstService Residential
PO Box 30343 Tampa, FL
33630-3419

Austin Communities:

Community Name
c/o FirstService Residential
PO Box 30343 Tampa, FL
33630-3343

San Antonio Communities:

Community Name
c/o FirstService Residential
PO Box 30343 Tampa, FL
33630

If you need assistance with your account, including payment plans, billing address changes, etc., contact your Account Services Team at:

Austin: AccountsServices.austin@fsresidential.com

DFW: AccountsServices.tx@fsresidential.com

San Antonio: Ar.Satx@fsresidential.com

Houston: Ar.coordinators@fsresidential.com

On-Call Assistance, Day or Night.

Our focus on customer service extends to our 24-hour Customer Care Center. These associates serve as a convenient call-in resource that allows residents to speak with a real person at any time.

Contact our Customer Care Center for answers to questions such as:

- ▶ Community information
- ▶ Emergencies
- ▶ Account balance inquiries
- ▶ Making payments
- ▶ Registration in the FirstService Residential Connect Resident Portal
- ▶ And more!

Give us a call. We'll be here, 24/7.

To provide you a better experience, take advantage of our Callback feature that allows you to keep your place in the queue!

TOLL-FREE NUMBERS

Austin: **833.710.6867**

Dallas/Fort Worth: **877.378.2388**

Houston: **877.253.9689**

San Antonio: **833.578.1134**

Tip: Save this info sheet for easy reference!



FirstService Residential's Role: *What do we do?*

Our role as your Management Company is to act as a liaison between residents and the Board. Please find more details and scenarios below that outline what we and many others do to provide exceptional service.

BOARD MEMBER OR ASSOCIATION MANAGER?

While your board and Association Manager work together to maintain a safe and exceptional quality of life, they each have different responsibilities. Your Association Manager is an advisor to the board and a liaison for the residents. Of course, that doesn't mean board members are completely off-limits! It just means that if you'd like to voice any concerns, you should reach out to your Association Manager first.

GET CONNECTED!

Your Association Manager is always happy to help, but when it comes to locating everyday information like neighborhood events, visit your Connect Resident Portal for announcements.

CONTRACTOR CONDUCT

Did you know Association Managers are responsible for monitoring contractors' performance but not supervising them? It's actually up to contractors hired by the association to manage their personnel! If you have a problem with a contractor hired by the association, inform your Association Manager, and they'll share your concerns with board members. From there, an appropriate decision will be made under the terms of the contract.

SEE SOMETHING? SAY SOMETHING.

Your input is priceless! If there's a potential maintenance issue, be sure to contact your Association Manager.

POLICY INQUIRY

Association policies exist to ensure your neighborhood flourishes aesthetically and financially. If you have a question about a rule or have a suggestion, your best bet is to reach out to the policymakers: board members!

ASSOCIATION MANAGER LIMITS

Association Managers are your go-to source for most community issues, but there are other ways to access information! When it comes to community documents, financials, or additional services, make sure to regularly visit our online portal, FirstService Residential Connect, for support.

IN CASE OF EMERGENCY

What constitutes an after-hours emergency? While getting locked out of your home is no fun, it's not an emergency that requires on-call manager assistance. So, what does? An association emergency is defined as damage or malfunction to association property. For all life-threatening emergencies, please call 911 immediately.

Who Should You Call?

When facing an inconvenience or emergency, many residents aren't sure who to contact.

Tip: Save this info sheet for easy reference!

TALK TO...



1. YOUR NEIGHBOR

We encourage you to meet your neighbor and talk to them about things that only impact the two of you and resolve any neighbor to neighbor issues. If that doesn't work, please call us.

- ▶ Cigarette butts in your yard
- ▶ Trash bins left out after-hours
- ▶ Dog waste isn't managed
- ▶ Noise from your neighbor's house, cars or dogs barking
- ▶ Parking issues



2. YOUR ASSOCIATION MANAGER

As your Association Manager, we are here to partner with you and get things resolved. A few examples of restrictive covenant violations include but are not limited to:

- ▶ Yard maintenance
- ▶ Trash bins left out after-hours
- ▶ Dog waste isn't managed
- ▶ Witnessing common area damage
- ▶ Business hours noise complaints



3. YOUR LOCAL GOVERNMENT & EMERGENCY SERVICES

City Services & Non-Emergency

- ▶ Utility missed services
- ▶ Post-storm clean up (trash, debris)
- ▶ Street light issues
- ▶ Public street parking issues
- ▶ Animal control
- ▶ After-hours noise complaints

911

- ▶ Medical emergencies
- ▶ See/smell smoke or fire
- ▶ Car/home break-ins



4. THE CUSTOMER CARE CENTER

- ▶ Balance inquiries & history
- ▶ Make payments
- ▶ Request documents
- ▶ Provide Resident Portal access
- ▶ Access community forms
- ▶ Account setup and more!

Open 24/7, call the Customer Care Center to speak with a live FirstService Residential associate!



Thank you

FirstService Residential offers the highest level of value to your community, along with the local expertise, attentive customer service, and extensive resources and best practices of the industry leader. We thank you for this opportunity and look forward to serving you.

Sincerely,
Your Management Team
FirstService Residential



FirstService
RESIDENTIAL