



November 1, 2019

Dear Homeowners,

On behalf of Watson Association Management, our team welcomes you to the ever-growing family of Watson managed communities. We want to thank your Board of Directors for their due diligence in looking for professional management and for having chosen Watson Association Management. As with any new venture, there is always a learning curve for the owners as well as for the new management company coming aboard. Please be assured that we will do everything in our power to make this transition as smooth as possible.

We are pleased to introduce your management team Sue Wilson, as your Community Association Manager suewilson@watsonrealtycorp.com, Darla Mull, as your Administrative Assistant darla@watsonrealtycorp.com and Marisa A. Rains, as your Regional Manager mrains@watsonrealtycorp.com. All have years of experience in association management and will work diligently to make The Crossings at Cypress Trace the best it can be. We will begin inspections of your community during the months of December and January to view your property for any maintenance issues and provide recommendations to your Board.

Our first order of business is to ensure, due to this transition, we have secured all the necessary information for us to properly enter each owner into our system accurately. Enclosed you will find our **Owner Information Update/E-Mail consent form**. Please, complete this form in its entirety and return to us as soon as possible.

Alliance Bank will serve as your new association banking institution. You will receive a statement with instructions to make the December 2019 payment as soon as possible.

We will upload association information as prepared to our Caliber Community Portal. You will receive a Caliber Portal Introduction letter soon. This will enable you to log in and view and update your homeowner information, view account information, compliance violations, maintenance issues, and association documents.

Please feel free to contact Watson Association Management office in Palm Coast with any questions 386-246-9270. Our office hours are 8:30 AM-5:00 PM daily. We are committed to giving you the kind of service you expect. We will do what is necessary to answer any questions or address any concerns you may have.

Sincerely,

Marisa A. Rains, LCAM
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