



May 10, 2023

Dear Timbershore Homeowners:

We are pleased to inform you that effective June 1, 2023, your Board of Directors retained our firm as managing agent of Timbershore Home Owners Association. Our goal is to provide the highest standards of professional management services, represent the best interests of your association, and, to the greatest extent possible, be responsive to the needs of all owners and residents. It is our intent to function entirely under the direction, authority, and control of your duly elected Board of Directors.

### **ASSOCIATION MANAGER & CUSTOMER SUPPORT INFORMATION**

Mr. Rich Junghans has been assigned as your Association Manager and will be handling the day-to-day management responsibilities and working with your Board of Directors on our firm's behalf. Also, our Transition Team has been working with your current management company to gather all association documents needed to smoothly transition all data.

There are two great ways to reach us with any problems or inquiries:

1. For all homeowner inquiries the preferred method is to open a request ticket online. Visit our support landing page at [mnsupport.fsresidential.com](https://mnsupport.fsresidential.com) and click on "Submit a Request." Our local RSS (Resident Support Services) Team solves all inquiries submitted through this site and may consult with the Association Manager as needed.
2. You may also reach us by calling our Customer Care Center at **952-277-2700**. If the Customer Care Center is not able to answer your question, they will enter the question into the central Connect response center for a response by a management associate.

Both ways will record and track responses while also providing access to our customer support team who assists our Association Managers in providing timely responses to all homeowner inquiries.

**After Hours Emergency:** 952-277-2700 (Press 9 for emergency)  
**Medical/Fire Emergency:** 911

### **BILLING STATEMENTS**

Please continue paying your May assessment as per usual. In mid-May, you will receive a billing statement for your June assessment. **Please note this billing statement will not reflect past due balances or credits. Past charges and credits will be reflected in future billing statements.**

In the mailing, we will include an outline of payment options with detailed instructions on how to proceed for each payment option. One of these options will be to set up automatic payments through ClickPay, our third-party payment service provider. Through ClickPay you can select various auto-pay options and you will no longer receive a billing statement for your regular monthly association assessment (dues).

**REMINDER: All billing and collection of assessments directly from Network Management will be discontinued after the May dues. If you currently pay your assessments via your bank's bill-pay option, please discontinue the payment effective after your May dues.**

If you have any questions after reviewing your statement, please do not hesitate to contact us.

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## COMMUNITY WEBSITE

FirstService Residential Connect™ is our unique and user-friendly community website platform. The Association Resident Portal will be integrated with our accounting system and other association management tools and allows you to communicate with your management team, check your account balance and make payments, update your billing address and contact information, view and download forms and documents and much more. Stay up-to-date on happenings within your community through the community calendar, opt-in to the resident directory to share your contact info with others and access the knowledge base to obtain answers to your most common questions. Connect features an updated and responsive design which seamlessly supports desktop, tablet and mobile displays allowing you to access the site anytime, anywhere. We also have a dedicated mobile app – just search for “Connect Resident” in Google Play or the Apple App Store.

We will send more communication about the website once it goes live which is usually within the first 60 to 90 days of when we commence management, and it will also include instructions for logging in and registering for the site.

## GET TO KNOW US

We want you to know who is working on behalf of your association. Find out more about us, our mission statement and core values by visiting our website and following us on social media.

**Facebook:** FirstService Residential Minnesota

**LinkedIn:** FirstService Residential Minnesota

**Website:** [www.fsresidential.com](http://www.fsresidential.com)

Once again, we are very excited to partner with you and enthusiastically look forward to meeting and working with you. We invite and encourage you to contact us now, or in the future, if we can be of assistance or if there are matters of concern in need of our attention.

Yours truly,  
FirstService Residential Minnesota, Inc.

Sammy Sponsler, CMCA  
Association Manager, Transition Team

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cc: Jeff Peterson