



4/22/2021

Residents of The Landings at Winmore

We are extremely appreciative of the opportunity to work with Community Home Trust as the new management agent for your community. Our start date will be May 1st, 2021. Lois Johnson and Eli Searcy will remain at the property as your manager and maintenance technician.

With this change in the management agent comes change in the way the community will handle rents, annual certifications, and service requests. We will provide additional information as we begin our new role as the property management company.

In the meantime, please note:

- Rent payments will now be taken at your community office. Make sure you hand deliver your rent payment to Lois Johnson. She will be in the office from 9:00 am until 5:00 pm on May 3rd and 4th. **WE WILL NOT CHARGE ANY LATE FEES FOR THE MONTHS OF APRIL, MAY AND JUNE.** If you have already mailed your check to the current management agent, please do not worry. The check will be deposited by them or will be provided to us. Please note that the Paylease option for rent payments will remain active until 4/30/2021.
- We will provide you with a new maintenance emergency number on or prior to May 1st. Service requests can be called into the community office or emailed to Lois Johnson. The phone number to your community office will not change.
- **WE WILL ALERT YOU** to any changes in office hours.
- At this time, annual certification procedures will not change. When they do change, we will notify you.

If you have any questions regarding this change in your community's management agent, please feel free to email me at mneely@msiemail.net.

Sincerely,

Matthew Neely
Vice President
Multifamily Select Inc.