

December 2020



Dear Victoria Grove Maintenance Association:

Your Board of Directors has selected StoneKastle Community Management to be the new management company **effective January 1, 2021**. We are very excited to be working with your community and pledge to do our best to make the transition to StoneKastle as smooth as possible.

To begin this transition we need your help - there are some essential updates and/or changes that need to be made. One such change is how we will process your monthly assessment.

1. **ACH** - If you would like to sign up with this method of payment, you will need to fill out the enclosed paperwork. Once completed the form needs to be returned to StoneKastle to process through Union Bank which is StoneKastle's bank for your association. The earliest the ACH payment will go into effect will be for the February 2021 payment. Any questions please call or email our office for help.
2. **Statements** – Enclosed with this letter is your first billing statement which includes your new account number together with the address to mail your assessment payment. You will not be charged a late fee during the month of January 2021 due to the transition. **Balance Forwards will not be included on the January 2021 statement.** Any amounts owing to, or credits will be included in the February 2021 statement. If you have a credit and it covers the January 2021 payment then you do not need to make the payment for January 2021 as it will be forwarded to StoneKastle and will be reflected on the February 2021 statement.
3. **Where to mail your payments** - PO Box 51717, Los Angeles, CA. 90051-5426.
4. **Automatic Bill Pay by your bank** - Should you choose to set up payment with your bank using a Bill Pay method, you will need to provide them your account number (located in the top right hand corner of your new statement) together with the mailing address: **PO Box 51717 Los Angeles, CA. 90051-5426.**
5. **Confidential Questionnaire** - To properly carry out the management of the community it is necessary for us to have current and accurate ownership (as well as tenant) records. It is our goal to send you information by email in order to keep you apprised of community happenings. Please take a moment to complete the enclosed questionnaire and return it by mail, email or fax **(866) 575-0549.**

STONEKASTLE
Community Management, Inc.

181 S. Old Springs Rd., Anaheim Hills, CA 92808 Ph: 714-395-5245 Fax: 866-575-0549

We are here to help you, our office hours are:

Monday through Thursday 9:00am to 5:00pm, Friday 9:00am to 1:00pm.

Our office numbers are **(714) 395-5245** or toll free **(877) 251-3901**. **Should you have an after hour emergency please call the office number and you will be connected to the after-hours service.** You may also visit our website at www.StoneKastle.com to submit a work order, pay your assessments via credit card, eCheck or enter an item of concern or question.

We anticipate a long relationship with your community and look forward to working with the Board of Directors in carrying out the day to day management of your community.

Jolene Horn, General Manager, will be overseeing Victoria Grove Maintenance Association on the day to day management of the community. Jolene can be reached by email at Jolene@stonekastle.com

Please direct all future correspondence to the following address:

Victoria Grove Maintenance Association
C/o StoneKastle Community Management, Inc.
181 S. Old Springs Road
Anaheim Hills, Ca. 92808
(714) 395-5245 or toll free (877) 251-3901.
Jolene@stonekastle.com

Should you have any questions, please do not hesitate to call or email our office.

At the Direction of Victoria Grove Maintenance Association
Board of Directors,

Taryn Martin

Taryn Martin, CCAM, CMCA
President
StoneKastle Community Management, Inc.