



November 22, 2021

RE: NEW COMMUNITY MANAGEMENT

Dear Waters Edge Homeowner,

South Atlantic Communities has been retained by Waters Edge at Port Orange Homeowners' Association, Inc. This letter is to introduce our company to you as your community's new management company. We will assume community property managerial responsibilities effective December 1, 2021. Effective immediately, all future HOA payments should be sent to South Atlantic Communities. In the coming weeks we will be rolling out our community management software system to you, **CINC Systems Management**.

Our primary purpose as a property management company is to assist in administering and coordinating the affairs of your community. As a community management company, one of our main goals is to "make a difference" in your community and communication is very important to us.

Although the role of a management company is mostly administrative, the following is a summary of some of the services we will be providing:

- Main contact for concerns relative to the business of the HOA.
- Overseeing the daily operations of your HOA.
- Attending Board meetings.
- Coordinating and attending the Annual Meeting.
- Collection of homeowner assessments, including any collection actions needed.
- Maintaining finances and associated records, budget prepared.

If you have paid your dues in advance, we will work with the previous management company to transfer those funds.

If you would like to discuss any of the above, you can contact your CAM and schedule an appointment at our local office. Appointments are required.

Our management activities are coordinated in partnership with your Association's Board of Directors. Your Board of Directors has demonstrated their commitment to serving the best interests of all residents and contributed selflessly to the Association.

**Your portfolio manager is Susie Stanford.
Her contact number is 386.236.0474.
Her email is susie@sac-cam.com.**

Our address: South Atlantic Communities
 5889 S. Williamson Blvd. Suite 1301
 Port Orange, FL 32128

Finally, please see the attached **CINC Systems** instructions regarding registration for our new website and account portal offering online payments and more.

Sincerely,
Jill Fuller
Director of Community Relations
South Atlantic Communities

November 21, 2021:

Subject: Payment Options & Web Portal Registration/Benefits

Dear Homeowner,

South Atlantic Communities continues to look for new ways to improve the services provided to your community. With this in mind, we are excited to announce we have partnered with **CINC Systems**, for our management and accounting software. CINC provides functions such as, payment processing, banking, and web services. We think you will see a positive impact from these decisions, and we look forward to our continued success in serving your community. Please be advised that **CINC Systems** will provide the following methods of payment:

- 1) **Online One-Time & Reoccurring Payments:** You will be able to make 2022 online payments using either e-check or credit cards. This website has been specifically designed to allow you the convenience of making your payments online and accessing your account information. Please note that you will be able to schedule your 2022 reoccurring payments before January 1, but you will not be able to make your quarterly payment until after January 10, 2022, when the software goes live.
- 2) **Lockbox Service for Paying by Check with an attached Coupon:** Coupons are being processed and will be sent to you in a separate mailing. Please note that the mailing address has changed for HOA payments. Please discard any old coupons or coupon booklets and begin using the new attached coupons/statements immediately. The new address for mailing payments accompanied by a coupon is listed below. Please make your check payable to your Association and include your account number (listed on the coupon) on the memo line.
- 3) **Automatic Debit (ACH) Withdrawal Program:** With ACH, your assessment payment is automatically deducted from your checking account each assessment due date at no charge to you. Please see instruction on attached form.
- 4) **Personal Bank Payment Service:** Please note that if you are currently paying your assessments using a personal online bill payment service or pay online through your personal bank's online payment service, you must DELETE your current setup and add a new payee address to ensure your payment is posted promptly as shown here.

**Waters Edge HOA
c/o South Atlantic Communities
P.O. Box 25233
Tampa, FL 33622-5233**

We are also excited to announce that the website and account portal also offers you the following services in addition to making one-time and recurring payments as follows.

- **Account History & Balance Information:** You can access your account history and balance information by clicking on the Account Information link on the left side of your screen.
- **Work Order Entry & Tracking:** You can submit work orders and check their status by clicking the Work Order link on the left side of your screen.
- **ARC (Architectural Review) Requests:** You can submit ARC Requests and check on their status by clicking the ACC Request link on the left side of your screen.
- **Violation Letters and Management Correspondence:** You can review and respond to violation letters and other correspondence received right from your owner portal.
- **Association Documents:** Owners will have access to Board meeting minutes, financial reports, and any other posted Association documentation that you may need, right at your fingertips!
- **Association Directories:** Owners can review a neighborhood directory of any information that owners elect to submit, including email addresses and phone numbers. Info can be updated by the homeowner within the portal.
- **Association Calendars:** You can see a calendar for posted social events within the community.
- **Association Social Groups:** You can sign up for individual community social groups that will allow for special notifications within that social group!

To register for your account, please perform the following steps.

- 1) Go to <https://sac.cincwebaxis.com>
- 2) Click on the "Website Portal Login" in the top right-hand corner
- 3) Click on the "Register" button in the top right-hand corner
- 4) Complete a minimum of all mandatory fields marked with a red asterisk *
 - Please enter your email address as your Login ID
 - Please enter your Association Address (not your secondary address)
- 5) After you have registered, a request to approve your registration will be sent to us
- 6) We will approve your registration and send your password and link to begin using the portal!

Please let us know if you have any questions regarding these features or registering your account at the contact info offered below. Thank you.

Sincerely,

South Atlantic Communities Leadership Team