



ANNOUNCEMENT

WINDSOR PLACE AT BERKSHIRE LAKES CONDOMINIUM ASSOCIATION, INC.

Dear Owner:

We are delighted to announce that your board of directors has selected Vesta Property Services as your new management company, effective June 1, 2017.

We ask for your patience as we start to build the infrastructure to service your requests and work with your board of directors on immediate issues and short-term goals.

Philippe Gabart, CAM (Community Association Manager) will be your property manager and he will visit the property on a regular basis. Philippe will be checking the facilities and grounds, the progress on maintenance projects and looking for items that need attention. Philippe is a committed and respected CAM and will work hard to meet your expectations. Philippe can be reached via the following methods:

1. Email: pgabart@vestapropertyservices.com;
2. From the "Report an Issue" function on our website at www.vestapropertyservices.com/sw
3. Or by phoning our office number 239-947-4552.

In addition to this announcement, the following documents are also enclosed for your review and action:

- 1) Owner Information form
- 2) Owner Email Consent form
- 3) ACH/Direct Debit Authorization form
- 4) Return envelope

COMMUNICATION AND INFORMATION

Effective communication and sharing of association information is very important. For speed, efficiency, and cost control, email is our preferred method of communication. We respectfully request that you consider completing the enclosed "Email Opt-In" form. We respect your privacy and confidentiality and your email address will not be used for any purpose other than association business.

We also provide a web page via our website listed below. Please allow some time for the site to be populated with content. In the meantime, please note the site password: w1nd5or



QUARTERLY ASSESSMENTS – YOUR PAYMENT OPTIONS

The transition of the association's accounting, effective June 1, 2017 will require **every** owner to modify his or her existing arrangement, commencing with the July 1, 2017, payment. We cannot follow any direct debit instructions you previously provided to your former management company.

If you do not wish to re-enroll for ACH (direct debit from your account) (via the enclosed form), please ensure that you send your future payments to the Iberia Bank address below.

Vesta Property Services provides multiple payment options for your convenience. These are listed below with some additional information to assist you with getting your payment to the association by the due date:

Paying by Check

- Your check should be made payable to "Windsor Place at Berkshire Lakes" (*please do not use Vesta Property Services as the payee*).
- Write **only** your account number in the "Memo" field on the check. This number will be located in the upper right side of your statement.
- Please mail your check directly to the association's bank processing facility below. Please do not mail your check to our office.

VESTA PROPERTY SERVICES
c/o Iberia Bank
P.O. Box 11344
Naples, FL 34101

We recommend that you allow at least fourteen (14) business days prior to the assessment due date for the mailing and the recipient bank to process your check.

Paying via Online Banking

- In most cases your bank will be mailing your payment as a paper check to the association's bank processing facility.
- Your bank will not be mailing a coupon to assist the recipient bank to accurately process your payment. It is very important that you adhere to the first two bullet points in the "Paying by Check" instructions above.
- Please note that your bank may not mail the payment on the day the amount is debited from your account, so be sure to allow enough time for your payment to reach the association's bank processing facility when setting-up the payment date schedule.



Paying By Electronic Direct Debit (ACH)

We cannot follow any direct debit instructions you previously provided to your former management company.

If you would like to pay your assessments via electronic direct debit then please complete the enclosed form and return it to our office at your earliest convenience. You may prefer to visit our secure website; www.vestapropertyservices.com/sw and complete the form online (please click on "Online Services" then "Pay Association Fees by Direct Debit").

Paying By Credit Card, Debit Card, or eCheck

If you would like to pay your assessments by one of the above methods, please visit our secure website at www.vestapropertyservices.com/sw. Please be aware that there is a convenience fee (imposed by the third-party payment processor) for this service. The credit card, debit card or eCheck payment functions can be found by clicking the "Pay Association Fees by credit card, debit card or eCheck" button under the Online Services.

All the staff at Vesta Property Services are fully committed to making this a long and successful relationship. Please do not hesitate to contact us if you need assistance.

Should you wish to visit our office it is conveniently located at 27180 Bay Landing Drive, Suite 4 Bonita Springs FL 34135 (which is adjacent to the Carrabba's Italian Grill).

Sincerely,

A handwritten signature in black ink, appearing to read 'Jim O'Donnell', written in a cursive style.

Jim O'Donnell, CAM, CMCA, AMS
Vice President
SW Florida



RESIDENT INFORMATION REQUEST

ASSOCIATION NAME: WINDSOR PLACE AT BERKSHIRE LAKES

In an effort to ensure association records are current and valid, please take a moment to fill out and submit this form.

Owner Name(s): _____

Florida Address: _____

Phone Numbers: _____

Is this your full-time residence: Yes_____ No_____

If this is not your full-time residence, please complete the information below:

Alternate Address: _____

Billing Address: _____

Email Address: _____

Automobile Information:	Make/Model	License Plate	State
	Make/Model	License Plate	State

Key Holder: _____ Phone #: _____

(In the event you are out of town and access is needed to your home; i.e., if an alarm was activated and required resetting, who could we contact to gain access to your home?)

PPWPC PPOWNINFO



WINDSOR PLACE AT BERKSHIRE LAKES (EMAIL OPT-IN)

Dear Homeowner:

In order to improve efficiencies and cut the ongoing costs of running your association, we prefer to communicate with you via email.

Florida Statutes mandates that we can only do this if you have given us your authority to do so. Accordingly, we ask that you complete the details below and sign for each of your preferences and return to our office via one of the following methods:

- Email to updates@vestapropertyservices.com
- Fax to (239) 495-1518
- Regular mail to the address in the footer

Please PRINT your name, email, and association street address clearly below:

NAME: _____

EMAIL: _____

STREET ADDRESS IN FLORIDA: _____

I hereby authorize Vesta Property Services to communicate with me, as owner of a Vesta managed property, at the above email address for the purposes including, but not limited to, billing, reminders, meeting information, and information relevant to my ownership within the association. Vesta Property Services will not pass on my email address to any third party without my express and written permission. I will make every effort to update Vesta Property Services, in writing, of any changes to my email address and will hold it harmless for any errors resulting in my failure to do so.

Please indicate by signing below if you consent to receiving email notifications for the following:

General Mailings: Signature _____

Letters & Notices: Signature _____

Bills & Statements: Signature _____

PPWPC PPEMAILOPT



DIRECT DEBIT AUTHORIZATION

If you would like your association assessments to be automatically deducted from your bank account please provide the details below. The form is also available online in the forms section of www.vestapropertyservices.com/sw

Association Name: WINDSOR PLACE AT BERKSHIRE LAKES

Name on Deed: _____

Florida Property Address: _____

Email Address: _____ Phone Number: _____

Month to Start Debit: _____

Name of Bank: _____

Routing Number _____ Account Number _____

Checking or Savings (Circle One)

I have included a blank voided check or provided the savings account information and hereby authorize my financial institution to debit my account in the name of my Community Association. I understand this debit will appear on my bank statement under the description of the Association Lock Box. I also realize the auto debit will appear on my bank statement between the 1st and 10th working day of the due month. In addition, I understand this auto debit will remain until I notify my association in writing 30 days prior to canceling the auto debit. I also give the Association authority to increase the auto debit as Assessment fees are increased by the Board of Directors or make any correction or debit that needs to be made in the event there was an error, or to bring the account current.

Signature _____ Date _____

PPWPC

PPACH