

Turnberry Village Association

selects new management agent

Herriman & Associates, Inc.

starting March 1, 2019

READ THE ATTACHED LETTER FOR INFORMATION ON:

Working With Herriman & Associates, Inc.

Your Account Number
Your Community

Management Company Information

Business Hours
Phone
Website
Staff Members
Two Mailing Addresses

- For Payments
- For Correspondence

How To Make Your Association Payments

Automatic Payment (ACH Debit)
Pay By Check
Pay via On-line Banking
Pay via Debit/Credit card

New Forms to Complete

Designated Voting Representative
Emergency Information
Maintenance Request (only if needed)



Herriman & Associates, Inc.

COMMUNITY ASSOCIATION MANAGERS

41486 Wilcox Road • Suite 1 • Plymouth, MI 48170-3104
734 459-5440 • Fax 734 459-0690
www.herriman.net

February 15, 2019

Members of Turnberry Village Association
Ann Arbor, MI 4848108

Dear Co-owner:

We are very pleased that your board of directors has selected Herriman & Associates, Inc. to serve as management agent for your community association effective MARCH, 2019. Our services are designed to assist condominium co-owners in protecting their investment, maintaining a pleasant community and keeping the board's administrative work to a minimum. We will be working with your board of directors to provide a full array of services including financial and accounting, administrative, contract maintenance and non-contract maintenance. We hope you will find the following information helpful.

Your Name & Address

Your address label may have had incorrect or incomplete information and we want our records to accurately reflect current co-owner names and addresses. **Please complete and return the various forms enclosed with this letter.** Please note that all association correspondence is mailed to co-owners, not to tenants.

Your Community Association

We provide management services to a number of different community associations. We ask that you please refer to your community name (Turnberry Village) whenever calling our offices.

Your Account Number

Your condominium (home) has been assigned a unique account number. Your 7-digit account number is based on your community association number [105] and your condominium unit (home) [0001 through 0090]. This account number appears on your address label and will be printed on all payment coupons. Additional information about your account number appears in the "Payments" section on page 2.

Your Second Address

If at any time you wish to have correspondence sent to a second address, such as a vacation home, we ask that you contact us when you leave and again when you return so that we can change our records each time. This form is also available on our website.

Our Business Hours

Our business hours are Monday through Friday, 9:00 a.m. to 5:00 p.m.

Our Phone

Our phone number is 734-459-5440. In addition to contacting us during business hours, this number also has a voice mail system that can be used to leave messages 24-hours a day. This number also carries a special 24-hour emergency message that can be used to contact us in the event of a property emergency.

Our Website

Various forms and e-mail addresses are available on our website: www.herriman.net

Payments

We offer four (4) payment options for your convenience:

1. *Automatic Payment (ACH Debit)*

You can have your association assessment payments automatically deducted from your checking account on the 5th of each month. This convenient service has several benefits for you:

- One less check to write on the 1st of each month
- One less postage stamp needed to mail your payment
- No worry or delay if you are on a business trip or vacation
- No late charges

It's easy to sign up for automatic payment. Simply complete the enclosed authorization and return it to our office **by March 20, 2019**. Please be sure to attach a voided check (not a deposit slip) to the form. ACH Debit payments are deducted from your account on the 5th day of each month. This form is available on our website: www.herriman.net.

2. *Payment By Check (Must Include Coupon)*

If you prefer to pay by check, a payment coupon **MUST** accompany your check. Make your checks payable to Turnberry Village Association and mail them to:

Turnberry Village Association
P.O. Box 6409
Plymouth, MI 48170

NOTE: All personal checks are processed electronically and may appear as an ACH item, automated check or direct debit on your bank statement; these paid checks will not be returned with your bank statement.

3. *Pay via Online Banking (Must Include Account Number)*

If you prefer to pay via on-line banking, the "Pay To" information must include the association's name AND the 7-digit account number (located at the bottom center of your payment coupon). Send payment to:

Turnberry Village Association
P.O. Box 6409
Plymouth, MI 48170

All payments must be directed to the post office box - our office cannot accept payments.

4. *Pay via Debit/Credit card*

If you would like to pay via your Debit or Credit Card, we provide a payment portal on our website at www.herriman.net for this convenience. You may pay your assessments for any amounts up to \$650.00. This feature requires that you enter your 7-digit account number when making your payment.

A payment coupon book for 2019 (with 10 coupons and address labels) will be provided in a subsequent mailing. In the future you will not receive a coupon book if you participate in the automatic payment service.

Our Mailing Addresses

MAIL PAYMENTS TO:

Turnberry Village Association
c/o Herriman & Associates, Inc.
P.O. Box 6409
Plymouth, MI 48170

Mail all correspondence & forms to:

Turnberry Village Association
c/o Herriman & Associates, Inc.
41486 Wilcox Road, Suite 1
Plymouth, MI 48170-3104

The association's financial institution will pick up payments sent to the post office box. Please do not send correspondence or forms with your payments.

Our Staff

Our staff is committed to providing great customer service, and has many years of experience servicing the needs of community associations and co-owners. Our staff includes:

*Community Association
Managers (CAM)*

*David Chaundy, Kim Harraf, Helene Haratsaris, Mark Heppner
Brad Mattison and Neil Kollipara*

Each manager administers maintenance contracts such as lawn and landscaping, snow removal, etc. Each works directly with the board of directors to administer the affairs of the Association.

CAM Assistants

*Sue Huss, Sandy O'Daniel, Dianna Rorabacher, Janet Wolak
Jessica Posey and Kelly Allen*

Each CAM Assistant processes, assigns and tracks maintenance requests for the Association and provides administrative support for CAMs.

Accounting

*Mary Ann Prchlik, Aileen Bertoli, Kathy McDougall, Lisa Carter, and
Sarah House*

Mary Ann is an accountant with 25+ years of experience in community association accounting and prepares all financial reports for the Association. Sarah and Kathy handle accounts receivable, Lisa and Kathy process all accounts payable.

Maintenance Staff

Kevin Pope manages our maintenance staff. *Tonya Pietruszka and Megan McDougall* provide administrative support for the department. Our maintenance staff has experience and expertise in both buildings and grounds maintenance.

Administration

Dan Herriman, Sarah Toccalino, and TBD

Dan Herriman is president of Herriman & Associates, Inc. and oversees general operations for the company. Sarah Toccalino is the Director of Operations for Herriman & Associates, Inc. TBD is our receptionist.

David Chaundy has been named your Community Association Manager. David and Jessica Posey, his assistant, will be working, along with all of our staff, to ensure that your community's needs and concerns are addressed.

Designated Voting Representative

We ask that you complete the enclosed Designated Voting Representative form and return it to our office as soon as possible. This form can be printed from our website.

Emergency Information

Please complete the enclosed Emergency Information form and return it to our office as soon as possible. This information can be updated at any time on our website.

Maintenance Requests

Your Maintenance Request can be submitted via our website, by phone, email (info@herriman.net), or mailed to us on the enclosed Maintenance Request form. Maintenance Requests should be submitted for those common and/or limited common elements that are the responsibility of the Association. Emergency requests should be called in to our office.

Our goal is to provide our clients with excellent service and we look forward to working with you, your board of directors, and your Association.

Sincerely,

The Staff of Herriman & Associates, Inc.
Management Agent for
Turnberry Village Association

Enclosures

AUTHORIZATION AGREEMENT FOR DIRECT PAYMENTS (ACH DEBITS)

Only accounts at a zero balance are eligible to sign-up for ACH Debit

Print Name	
Address	
City/State/Zip	
Name of Association	
Unit Number	Month & Year for First ACH Debit to Account

I hereby authorize Herriman & Associates, Inc., management agent for the association named above, to initiate debit entries to my (select one) ☐ Checking Account ☐ Savings Account indicated below at the depository financial institution named below and to debit the same to such account. I acknowledge that the origination of the ACH transactions to my account must comply with the provisions of U.S. law. I acknowledge that the payment amount may change from time to time and I will receive notification of such change in general association correspondence.

I acknowledge that the first ACH debit to my account will be processed the month and year indicated above unless I am notified otherwise. Forms must be received by the 20th of the month to be processed for the following month.

This authorization is to remain in full force and effect until Herriman & Associates, Inc. has received written notification from me of its termination in such time and such manner as to afford Herriman & Associates, Inc. and my financial institution a reasonable opportunity to act on it, OR until a Status Letter is released for the sale of this property.

Name of Financial Institution	
Account Number	
SIGNATURE REQUIRED	Date

• **ATTACH A VOIDED CHECK HERE**

Return this form to:
Herriman & Associates, Inc.
41486 Wilcox Road, Suite 1
Plymouth, MI 48170-3104

FOR OFFICE USE ONLY

DATE ENTERED
PAYMENT \$
MONTH & YEAR OF FIRST DEBIT

Turnberry Village Association
DESIGNATED VOTING REPRESENTATIVE

Each condominium unit has **ONE VOTE**.

You must **SELECT ONE (1) CO-OWNER TO VOTE**, receive communications, sign proxies and/or receive ballots at meetings of the Association.

ALL CO-OWNERS of your unit MUST SIGN this form.

CHECK ONE BOX

Print Name of Co-owner 1		<div style="border: 1px solid black; width: 60px; height: 60px; margin: 0 auto;"></div>
Address	Unit #	
Sign Here	Date Signed	

Print Name of Co-owner 2		<div style="border: 1px solid black; width: 60px; height: 60px; margin: 0 auto;"></div>
Address	Unit #	
Sign Here	Date Signed	

We, the co-owners of a condominium unit, understand that we must designate one of us to cast votes on behalf of our unit, according to the Condominium Bylaws, Article X, Section 3. We hereby designate the person selected above as the Designated Voting Representative for our condominium unit.

To ascertain the current DVR for your unit, please examine the mailing label on the envelope in which these documents were mailed: 1) If a single name appears, and there are multiple owners, and you have submitted a DVR form in the past, then the addressee is the DVR, 2) If more than one name appears, we have not received a DVR form from you. 3) If only one name appears, and there is a single owner of your unit, the mailing label will not be useful in ascertaining whether or not a DVR form has already been submitted.

If there are more than two (2) co-owners of a unit, the additional co-owners may sign and date the back of this form.

DVR forms may be turned in at the meeting. However, we prefer that you mail, fax or email them in advance of the meeting to the Association. Please allow enough time for delivery by the date of the meeting.

If the co-owners wish to change their designated voter at any other time, a new DVR form can be submitted anytime during the year.

Return to:

Turnberry Village Association
c/o Herriman & Associates, Inc.
41486 Wilcox Road, Suite 1
Plymouth, MI 48170-3104
734-459-5440 ♦ fax 734-459-0690
Email: info@herriman.net

Turnberry Village Association Emergency Information

Please provide current information should we need to contact you in the event of an emergency. Please list two (2) individuals who have a key and can reach your unit within 30 minutes or less in the event of a serious emergency (fire, burst water pipe, etc.). This information can be updated on our website: www.herriman.net
Please complete and return to our office. Thank you.

CO-OWNER INFORMATION		
Condominium Unit Address	Building	Unit #
Co-owner Name 1 Email Address Home: Work:	Phone Number(s) <div style="text-align: right;"> Home Work Cell </div>	
Co-owner Name 2 Email Address Home: Work:	Phone Number(s) <div style="text-align: right;"> Home Work Cell </div>	
Off-site Address Is this address Permanent? <input type="checkbox"/> Seasonal? <input type="checkbox"/>		
Is there another way of contacting you in the event of an emergency?		Today's Date

EMERGENCY CONTACTS	
Names & phone numbers of individuals who have access (a key) to your home	
Name 1	Phone Number(s)
Name 2	Phone Number(s)

Your community association may or may not have the following components. Please confirm if your unit contains any of the following:

Main water shut off valve for your building
 Main fire alarm panel for your building
 Sump pump
 Lawn irrigation shut off valve
 Other shared access: _____

<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> Yes	<input type="checkbox"/> No

Return to:

Turnberry Village Association
 c/o Herriman & Associates, Inc.
 41486 Wilcox Road, Suite 1
 Plymouth, MI 48170-3104
 734-459-5440 • fax 734-459-0690

MAINTENANCE REQUEST

Association Name _____

Unit # _____ Bldg # _____ Court # _____

Name _____

Address _____

Phone _____ Home _____ Work _____

Description: _____

**PLEASE DESCRIBE THE AREA ON BUILDING
AS IF YOU WERE OUTSIDE LOOKING AT
THE FRONT DOOR SINCE CONTRACTORS
MAY NOT KNOW YOUR ROOM LOCATIONS**

<input type="checkbox"/> Front	<input type="checkbox"/> 1 st Story	Left or Right Side
<input type="checkbox"/> Right	<input type="checkbox"/> 2 nd Story	Left or Right Side
<input type="checkbox"/> Left	<input type="checkbox"/> 3 rd Story	Left or Right Side
<input type="checkbox"/> Back	<input type="checkbox"/> Roof	

If this request involves work related to your unit that is not covered by the Association, as specified in your governing documents, some or all charges may be applied to your unit account. Please read your governing documents to determine Association/Owner responsibility.

Co-owner's Signature

Date

IF COMPLETED BY A TENANT

Has the owner been notified of this request?

☐ Yes ☐ No

Has the owner authorized this request?

☐ Yes ☐ No

Please provide owner's:

Name _____

Phone _____

Fold over and mail to:

Herriman & Associates, Inc.
41486 Wilcox Road, Suite 1
Plymouth, MI 48170-3104

Phone 734-459-5440
Fax 734-459-0690

NEW Property Management Company

The Board has decided to end our contract with PASCO Property Management, Inc due to a failure to provide a high quality of service and accountability. Starting March 1st, 2019, Turnberry Village Condominiums will begin a new management contract with Herriman & Associates, Inc. They have been managing community properties for over 25 years and the Board was impressed with their attention to detail, proactive management, and proven processes. In order to allow for this changeover to occur, the Board has moved the 2019 Annual Meeting to the end of March. (See below)

Annual Meeting: March 27, 2019

Please plan to attend the Turnberry Village Annual Meeting to meet your new property manager, elect your board members, find out what is happening in your neighborhood, understand the association financial status, and meet your neighbors.

Your attendance and/or participation is critical to our association's success! To meet our quorum and hold a valid meeting, we need 35% of our co-owners to attend or send a signed proxy. *If you cannot attend, please be sure to sign and send your proxy with someone who is attending, or mail it to Herriman.* Proxy documents will be mailed to co-owners soon.

DATE: Wednesday, March 27, 2019

TIME: 6:00 PM – 8:00 PM

PLACE: Pittsfield Community Center
701 W Ellsworth Rd,
Ann Arbor, MI 48108

**New Turnberry Village Website!**

The Board has recently launched a new website for Turnberry residents to easily find forms, documents, and other information about our association.

Please be sure to visit and bookmark myturnberry.com!

**Snow Removal & Parking**

Please be mindful of your neighbors and the snow removal crews. Do not park in the areas at the ends of the roads where snow is to be piled, and remember to move your vehicle from its parking spot on the street between snowfalls so the space can be cleared. Please do not store your vehicles in the guest parking spots. Vehicles may be tagged and/or towed if left in place for extended periods of time.