



August 24, 2020

Re: Change in Management Agent

Dear Malvern Hunt Homeowner,

FirstService Residential is pleased to have been selected as the new management agent for Malvern Hunt Homeowners Association effective September 1, 2020

Our professional management experience is focused on the physical, fiscal, governance, and communication needs of your community. It is with this experience that we are able to provide leading edge technical, practical, and financial services designed for your association. While managing your association requires a proactive business-like approach, we never lose sight of the fact that your community is comprised of homeowners like yourself, each deserving of personal attention. As such, we passionately strive to provide the highest level of customer service.

❖ **Community Manager/Customer Care Center:**

Your new Community Manager, Jaime Kennedy, is working to ensure a smooth management transition. Our FirstService Residential in-house Customer Care Center associates are available to assist with your questions or concerns, account balance inquiries, work order requests, etc. They are your first line of contact and are available 24 hours a day, 7 days a week at 1-800-870-0010. If our Customer Care Center is not able to resolve your question or request, they will relay your call to Jaime. Jaime's email address is Jaime.Kennedy@fsresidential.com. Should there be an emergency related to fire, flood or safety please contact the Customer Care Center *after* notifying 911

❖ **Maintenance Fee Payment Information:**

You will receive a statement in the future for your semi-annual Association Fee. We offer several payment methods.

Pay by Credit Card or E-Check

We invite you to create your account with our provider ClickPay to start making payments online by registering at www.Clickpay.com/FirstService. Once registered, you can make payments by e-check (ACH) from a bank account with no fee or by credit/debit card for an additional fee.

Pay by Check, Money Order or Online Bill Pay

- **Checks or money orders** must be made payable to Malvern Hunt and mailed to the address below accompanied by a coupon.
- **Online Bill Pay:** If you currently utilize a personal online bill pay service to pay your assessments, you will need to delete any recurring payment routed to the previous management agent and set up a new recurring payment made payable to Malvern Hunt to be routed to the below mailing address. ***Also, please be sure to reference your newly assigned account number when setting up your recurring payment.***

**Please note this address below is for
assessment payments only.**

**Malvern Hunt Homeowners Association
C/O FirstService Residential
P O Box 363
Emerson, NJ 07630**

❖ **Census Form/General Correspondence:**

Enclosed please find a census form. We are asking that all homeowners complete and return the form as soon as possible. The completion of this census form will ensure that the correct information is in our database which will enable receipt of valuable communication from the Association. The census form along with general correspondence can be mailed to the following address:

**Malvern Hunt Homeowners Association
C/O FirstService Residential
400 Campus Drive
Suite 101
Collegeville, PA 19426
(Fax – 610-489-3435)**

❖ **Community Website Powered by FirstService Residential Connect™:**

As part of our service to you, FirstService Residential offers a web-based suite of tools called FirstService Residential Connect™. Access will be provided through a secure portal which will enable you to review account information, download forms and documents, view community calendars, contact the Community Manager and submit service requests. Please visit your Malvern Hunt website at <https://MalvernHuntHOA.connectresident.com> and click on the Resident Portal link which will direct you to Connect to get started.

FirstService Residential welcomes you to our family of communities.

Sincerely,

David Readinger

David Readinger, Regional Director
FirstService Residential East Region