



J&J MANAGEMENT SERVICES

PO Box 400 Carmel NY 10512

PHONE: 914-646-5108 | FAX: 914-610-4755

OFFICE@JJMANAGEMENTSERVICES.COM

August 12th, 2022

Dear Owners:

We are pleased to announce, J&J Management Services, LLC. has been retained, effective September 1st, 2022, as the Managing Agent for Cornwall Meadows. We are delighted to have been selected and to be working with the Board on the management of the property!

We would like to take this opportunity to introduce the staff assigned to your property, briefly review certain procedures and, in general, assure you of our dedication to accommodate your needs.

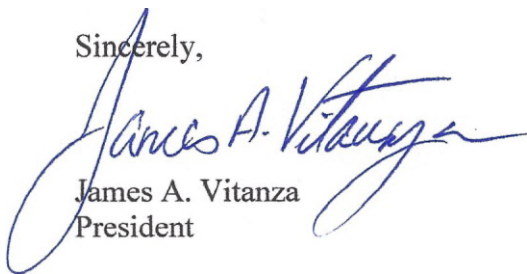
You will find the staff and owners of J&J Management dedicated to providing first class property management services and sensitive to the needs of our residents. Your Property Manager is Tonya Anthony. If you have any maintenance questions or concerns, you can email us at tanthony@jjmanagementservices.com or submit your request through our Resident Portal. The Billing Department can be reached at billing@jjmanagementservices.com.

Our office hours are 8:30 A.M. – 4:30 P.M. Monday through Friday. The office telephone number is (914) 646-5108 and our fax number is (914) 610-4755. On weekends, holidays, and when the office is closed, there is a service available to take emergency calls. In the event that you experience an emergency of a maintenance nature, please call our office and press 6. You will be forwarded to a member of our team who will be able to assist you with your emergency.

Enclosed please find the Owner/Tenant Profile Summary. Please complete the summary and mail, fax, or email to our office. Having this information allows us to contact you in an emergency and make sure we have accurate information regarding home ownership. Please return these by **August 26th, 2022**.

We will be working in conjunction with you and the Board to effectuate an orderly transition. We would like to thank everyone in advance for your patience, understanding and cooperation during this transition and we look forward to a long and mutually beneficial relationship with the Homeowners of Cornwall Meadows.

Sincerely,



James A. Vitanza
President

PAYMENT OF COMMON CHARGES

Toward the end of each month, you will receive a monthly invoice for your common charges. Invoices are emailed to save on printing paper and keeping office expenses down for your Community. You will receive your first invoice toward the end of August for your **September Common Charges**. Please note that effective September 1st, the old method of payment will be deactivated. In order to pay your common charges, you **must** use one of the ways stated below:

You have multiple options to pay your common charges:

- 1) Mail a check:** All checks should be made payable to Cornwall Meadows and mailed to the following address:

Cornwall Meadows
c/o J&J Management Services
P.O. Box 400
Carmel, NY 10512

- 2) Online Bill Pay Through Your Bank:** If you currently pay your common charges through your bank's online bill pay, please make the necessary changes to your bank's site to reflect the new mailing address for your checks (as stated above).
- 3) Recurring ACH Payment:** If you would like to enroll in our ACH payments program, please complete the attached form and send to the address above before **August 26th, 2022**. The new ACH (Direct Debit) payments will be effective for your **September** payment and will automatically be withdrawn from your checking or savings account on or about the 5th of each month. Should you submit this form in the future, please allow seven (7) days advance notice prior to the start date. **If you are currently enrolled in ACH it DOES NOT carry over, you will need to complete our form.**
- 4) Online Payments Using Resident Website:** You will have the option to pay by Electronic Funds Transfer or Credit/Debit Card. This will effective the first week in **September**. There are third party fees involved if you choose to pay with this option. More information is enclosed.

If there are any billing errors as a result of the transition, please do not hesitate to call or email our Accounting Department at billing@jjmanagementservices.com or at (914) 646-5108 x 201.

Resident Website

As part of our services to your community, J&J Management provides a resident website. For your convenience, and to better serve your needs, we offer access to your community information 24 hours a day, from any computer connected online.

With our online Owner Portal, you can:

- View your account charges and payment history
- Download important community documents
- Be notified of all Community Announcements
- Submit questions and Service Requests
- Access Community Directory of residents who elect to have their contact information shared
- And much more

You can get to your Resident Website Owner Portal by going to our website www.jnjmanagementservices.com, then clicking on the LOG IN button. You need to be registered with us before you are able to log in. In order to register with us, please provide your email address on the Owner/Tenant Profile Summary that is attached. Once you provide your email address you will receive an email with your username and temporary password.

We hope this service will enhance your experience with us at J&J Management Services. As always, we welcome your feedback and suggestions.

If you have any questions, or would like assistance registering online, please let us know by calling our office.

PAY YOUR COMMON CHARGES ONLINE!

THIS FEATURE WILL NOT BE ENABLED UNTIL SEPTEMBER 1ST

J&J Management is dedicated to offering our communities the best service available, which is why we are pleased to announce that you can now pay your common charges online!

Here are the steps to follow:

- 1) Log In to your Resident Website Portal. (using instructions on prev. page)
- 2) Click on MAKE PAYMENT
- 3) Set up your payment!

You can set up your payment using an EFT check or a credit card. For both of these options you can make a one-time payment or schedule automatic recurring payments. By making your payment online, you can avoid late fees, save time, eliminate mailing paper checks, and if you set up for recurring payment you can set it and forget it.

There are convenience fees applicable for each. For EFT payment there is a \$1.50 convenience fee and for Credit Card Payment there is a 2.95% convenience fee.

Paying your common charges has never been easier! The process is easy to follow and will literally take you seconds to complete!

If you need assistance setting up your payments, please contact our accounting department at 914-646-5108 x201 or email billing@jjmanagementservices.com.

We hope that you find this feature beneficial and a convenient way to pay your common charges.