



Woodwinds Council of Co-Owners
c/o Horizon Community Services, Inc.
P.O. Box 2070

Purcellville, Virginia 20134-2070

540 751 1888 (Office) 540 751 1899 (Fax) wwcc@horizoncommunityservices.com (Email)

December 10, 2016

Dear Woodwinds Owners and Residents:

The Woodwinds Board of Directors has decided that Woodwinds would be best served by a change in property management companies. Effective January 1, 2017, Woodwinds will be managed by Associa Select Community Services (SCS).

Please read the enclosed letter from SCS carefully. It provides:

- Information about SCS and how to contact them, including after-hours emergencies that threaten safety or property,
- Critical information about paying your Woodwinds Council of Co-Owners monthly fees going forward,
- Contact information sheet that we ask you to fill out and return to SCS as soon as possible.

On November 15, 2016, the Board approved the budget for 2017. This budget requires a fee increase that averages five percent (5%). So, beginning January 1, your monthly payment will increase. Woodwinds 2017 Budget and Woodwinds 2017 Monthly Fees are available on our website; WoodwindsReston.com. Click on the Documents tab at the top of the page, and then click on Financial Reports.

If you pay your fees by check, the enclosed letter provides a coupon and instructions for paying your increased fee. If you pay your fees by check, please consider changing your payment method to direct deposit with SCS.

If you pay your fees by direct deposit, you need to set up the direct deposit payment of your increased fee with SCS. The enclosed letter provides instructions and the necessary form.

If you pay your fees using bill-pay through your bank or another service, **you must contact that provider to direct them to 1. Increase your payment amount and 2. Provide them the new payment address.** If you pay your fees using bill payment through your bank or another service, please consider changing your payment method to direct deposit with SCS.

Please read the enclosed letter carefully and take the appropriate steps in order for payment of your increased assessment fee to be sent to SCS, rather than Sentry Management Services. Also please complete and return the contact information sheet to SCS. Retain the enclosed letter, as it contains important information on contacting the new Woodwinds property manager, Diana Fritts.

Thank you,

WOODWINDS COUNCIL OF CO-OWNERS
Woodwinds-board@googlegroups.com



Associa®

Select Community Services

December 12, 2016

Dear Resident at Woodwinds:

Your new management company beginning on January 1, 2017 will be Associa Select Community Services (SCS). SCS was founded in 2002 in order to provide management and consulting services to common interest communities. Today, we manage 95 communities representing over 6,778 homes in Washington, D.C., Virginia, and Maryland. We invite you to visit our website at www.scs-management.com for more information about our firm and the services we provide.

Diana Fritts, Portfolio Manager, will provide the overall guidance and supervision to the Woodwinds Council of Co-owners and will attend the meetings of the Board of Directors. Diana can be reached in our Chantilly Office at (703) 631-2003 or DFritts@scs-management.com. The SCS office hours are Monday-Thursday: 9:00am-5:00pm and Friday: 9:00am-2:00pm. John Tsitos, Vice President, will assist Diana in the overall supervision of the community.

A temporary assessment coupon for January 2017 is included with this letter.

Your first monthly assessment payment through SCS is due January 1, 2017. A \$10.00 late fee is assessed as of the 10th day of the month. Please note the lockbox address for Woodwinds Council of Co-owners:

**Woodwinds Council of Co-owners.
c/o SCS
P.O. Box 61163
Phoenix AZ. 85082-1163**

Please make your checks payable to "Woodwinds Council of Co-owners." and reference your *new* account number (found on the enclosed temporary coupon) as well as the unit address if it is not printed on the check. If you currently utilize a bill-pay service, please add the new lockbox address as well as reference your new account number and unit address.

**** DO NOT send any future payments to Sentry Management ****

A new coupon book for February through December 2017 assessment has been ordered and should arrive soon. If you do not receive your coupon book by Friday, January 20, 2017, please contact SCS at (703) 631-2003.

4840 Westfields Boulevard, Suite 160, Chantilly, Virginia 20151 / P.O. Box 221350 Chantilly, Virginia 20153-0821 Telephone 703.631.2003 Fax 703.266-2804

11300 Rockville Pike, Suite 907 Rockville, Maryland 20852 Telephone 301.692.1700 Fax 240.221.0443

Email askus@scs-management.com Web www.scs-management.com

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We encourage homeowners to utilize our direct debit option. If you currently do not utilize direct debit and would like to, we have provided the form with this letter. In order for direct debit to be a payment option for the January payment, the instructions on the direct debit form must be followed and the completed form(s) returned to SCS by Friday, December 16, 2016. For any future months, any forms received by the 10th of the month will allow for the direct debit process to be in place for the following monthly assessment payment.

After February 1st, homeowners may also pay by E-check or credit card payments through SCS's Website www.scs-management.com. In the center of the website, select the blue tab, "Account Log In". Since it will be your first time entering the Associa Access Website through SCS, it will request you to register. Click on "Register" and provide your *new account number* found on the coupon sent to you. If you cannot locate your account number, contact our customer service team at (703) 631-2003 and they will assist you. Please follow the prompts and you will have the ability to pay online. For your convenience, the credit cards that are accepted at this time include American Express, Visa, Master Card, and Discover. Based on the cost of utilizing credit card services, there is a fee associated with the credit card payment service that is set by each credit card company.

Communication is an essential part of our service. In order to assist SCS with this process, we request that you fill out the attached **Contact Information Form** and return it to us as soon as possible. You may fax, scan, email, or simply mail the form to SCS, as indicated on the form.

SCS's customer service team is here to help you if have any questions concerning your account, methods of paying your assessment or just want to bring something to our attention Monday – Thursday 9:00am – 5:00pm and Friday 9:00am – 2:00pm. Please call (703) 631-2003, tell the receptionist that you live in Woodwinds Council of Co-owners and you will be connected to a customer service representative familiar with your community. In emergency situations after hours, weekends, or holidays, the same number will connect you to SCS's emergency on-call management team. If you experience an emergency such as fire, gas leak, or other life threatening situation, please call 9-1-1 immediately before contacting SCS.

In closing, if you are undertaking an exterior project to your home or yard please be sure to submit an **Architectural Modification Form for Board of Directors review and approval** (available from customer service) to us with all of your plans, specifications and the project clearly marked on your survey plat with distances from side and rear yard boundaries.

Please let us know if you have any questions or if we can be of assistance to you with respect to the transition. We look forward to a long term relationship with Woodwinds Council of Co-owners.

Sincerely,

John Tsitos

John Tsitos CMCA®, AMS®
Vice President
Select Community Services

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**Woodwinds Council of Co-owners
Contact Information Form**

(Please Print Clearly)

Woodwinds Council of Co-owners Address: _____ Reston, VA

(1) Owners Name: _____

(2) Owners Name: _____

(1) Cellular Phone #: _____

(1) Home Phone #: _____ (1) Work Phone #: _____

(1) Email Address: _____ OTHER Email: _____

(2) Cellular Phone #: _____

(2) Home Phone #: _____ (2) Work Phone #: _____

(2) Email Address: _____ OTHER: _____

Are you currently occupying the unit? Yes _____ No _____

If 'No', your mailing address: _____

If your home in **Woodwinds Council of Co-owners** is a rental unit, please provide the following information:

Unit Occupant Names *(not including you)*:

Name: _____ Cell Phone: _____ Email Address: _____

Name: _____ Cell Phone: _____ Email Address: _____

Name: _____ Cell Phone: _____ Email Address: _____

PLEASE RETURN THE FORM BY:

- Scan and email the form to askus@scs-management.com
- Fax it to us at (703) 230-8699
- Mail the form to: **Woodwinds Council of Co-owners**, P.O. Box 221350 Chantilly, VA 20153

4840 Westfields Boulevard, Suite 160, Chantilly, Virginia 20151 / P.O. Box 221350 Chantilly, Virginia 20153-0821 Telephone 703.631.2003 Fax 703.266-2804

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Direct Debit Payment Services conditions and terms:

This enrollment form must be received at SCS by the tenth (10th) day of the month proceeding the month you wish to start direct debit. You will be notified if the direct debit process for your account was not satisfactory.

SCS will request the transfer of direct debit funds once a month or quarterly if your association assessment is paid quarterly.

Community Association Bank/Pacific Premier Bank (or other depository determined by SCS) will be authorized to debit funds from my checking account for deposit into the Association's account on the third (3rd) working day of the month.

The amount debited from my account will equal the current regular monthly or quarterly assessment and may include parking if applicable. Special assessments will require a separate direct debit agreement. I recognize there may be other charges but direct debit will not include additional fees, handling charges, etc.

I am completely responsible for notifying SCS in writing, by the tenth (10th) of the preceding month, of any changes to my account (i.e. change of bank, accounts #'s, resale). Failure to notify SCS by the tenth (10th) of the preceding month may result in funds being withdrawn in the following month. Any charges caused by this debiting and failure to notify SCS will be the sole responsibility of the homeowner.

If I have two (2) insufficient funds (NSF) returns I will be ineligible to continue in the direct debit payment program.

A homeowner with a direct debit that is not honored by your bank will be responsible for making up that payment (including NSF charges) by check.

A bank charge incurred as a result of a returned direct debit will be added to your account.

Homeowners cannot change banks or accounts more than twice a year and continue with direct debit.

Your association assessment account must currently have a zero balance.

I (We) authorize Select Community Services to initiate debit entries to my (our) ☐checking account/☐savings account (select one) at the depository financial institution named below ("DEPOSITORY"). I (We) agree that ACH transactions I (we) authorize will comply with all United States law.

Depository Name: _____ Checking Account No. _____

City: _____ State: _____

I (We) understand that this authorization will remain in full force and effect until I (we) notify Select Community Services in writing that I (we) wish to revoke this authorization. I (We) understand that Select Community Services requires notification by the tenth (10th) of the preceding month in order to cancel this authorization.

Name: _____ Name: _____

Signed: _____ Signed: _____

Date: _____ Date: _____

Home Phone: _____ Other Contact Number: _____

Association Name: Woodwinds Council of Co-owners Association Owner Account _____

Please return this completed form with a voided check by mail or fax: **Select Community Services (SCS),**

P.O. Box 221350, Chantilly, Virginia 20153-0821 FAX: 703.266-2804

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Select Community Services

December 12, 2016

Dear Resident of Woodwinds Council of Co-owners:

SCS is pleased to offer Direct Payment Service to homeowners.

Although many of you are familiar with direct debit payments, below is a summary of a few of the most frequent questions:

- **What is direct debit payment?** Direct debit payment is a convenient, efficient, electronic payment alternative to paper checks. When you use direct payment you authorize SCS, on behalf of the Association, to electronically collect your assessments from your personal checking account. Instead of writing a check every month, your bank will automatically make the payment to the Association account the third (3rd) business day of the month.
- **Why use direct payment?** You'll save time preparing payments, save money on postage and eliminate the charge of a late payment. You'll never forget to make your assessment payment because it is done automatically. The Association benefits because its operating account receives interest on funds daily.
- **How to sign up for direct payment.**
 1. Write "VOID" across one of the checks from your personal checking/savings account.
 2. Read the information on the enclosed form and complete the enrollment application.
 3. Mail or fax the enrollment form, with the voided check to:

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