



New Property Management Company

Dear Home Owner,

My name is David Robbins and I will be your new property manager as of December 1, 2008. Grandchester Meadows, Inc. has been contracted by your Board of Directors to manage the day-to-day operations of the neighborhood. The first order of business will be to familiarize my company with your community. I will be working with your Board of Directors to assess your immediate needs as well as the long-term goals of the neighborhood. Please take the time to complete the enclosed information sheet so that we can develop a comprehensive database for the community and learn more about your individual concerns. This information will be used solely for the purpose of conducting Kendall Hills HOA business and will never be “sold” to outside sources.

Please be specific, yet as brief as possible when completing the comments and concerns on the information form. Please complete and return the information form promptly in order to help expedite this transition. It would be very helpful in our effort to improve the communication in the community if everyone would provide an active email account for future “notices.” This will help to minimize the cost of mailing out notices and allow for more efficient correspondence. The mailing address for the HOA will change as a result of this transition. The new address is on page three and please make sure to change the address on any current internet bill payments.

Finally, each home owner has two options for making the annual assessment payment to the HOA. The first would be to place your check in the mail to the new mailing address. The second would be to set up an on-line bill payment with your bank. You can do this from your computer or go into your bank branch and ask for assistance. The majority of banks provide this as a free service for your checking account. Please use your abbreviated property address as your account number (ie: 1234 Anywhere Lane would be abbreviated as 1234AL). Grandchester Meadows, Inc does not offer automatic drafts (ACH) from your checking account so please make other arrangements if you are currently set up on ACH. Payments for 2009 that have been sent to the previous property management company will be properly credited in the transfer. Please let us know if you need our assistance.

Thank you and we look forward to working with your neighborhood,

David J. Robbins

David Robbins, President
Grandchester Meadows, Inc.



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Communications and Work Orders

There are two important aspects of our service that everyone should become familiar with and utilize. The first is our various forms of communicating with our company and your neighborhood. We will be developing your community website over the next several weeks with the help of your Board of Directors and your input. Please visit www.grandchestermeadows.com and become familiar with the content of our main page. This includes contractor referrals, work requests, local links, contact information, and government links. You will also be able to access your community site from this main page by selecting **Kendall Hills** from the community menu.

Please use the website for learning more about your neighborhood any time of day. In the event that you need additional information or you have questions not addressed on the website, please send an email to manager@grandchestermeadows.com and you should receive a prompt response. The website is also where you should submit your work requests. Click on the hammer icon identified by “Work Request” and fill out the on line form. It is important to complete all of the required fields so that the contractor(s) can address your concerns quickly and accurately.

We realize that not everyone uses the internet so you may always call us at (919) 389– 7944 during normal business hours. This is also the number to call during off hours when there is an emergency. However; work requests will still need to be submitted in writing so that we have accurate documentation of every work request. These work requests should be submitted to:

Kendall Hills HOA

PO Box 37367

Raleigh, NC 27627



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Kendall Hills HOA Database Information Form

Kendall Hills HOA ~ PO Box 37367 ~ Raleigh, NC 27627

PLEASE PRINT NEATLY AND RETURN TO THE ADDRESS ABOVE:

Name(s): _____

Property Address: _____

Mailing Address:

Emergency phone: _____

Email Address: _____

Please indicate items of concern below: