

New announcement

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ANNOUNCEMENT

Important Community Update - Management Transition

Dear Residents,

We would like to share an important update regarding your Association's management services. After careful consideration, the Developer-led Board of Directors has made the decision to transition from your current management company and engage Citizens Management Services, Inc. (CMS) as your new community management provider.

CMS was originally established by the Developer in 2005 with the sole purpose of delivering a higher level of customer service and direct oversight to its communities. As the Developer's portfolio grew and expanded over time, a transition was made to third-party management to support that growth. With the benefit of that experience, the Developer has made the decision to return to CMS's original foundation bringing management services back in-house to provide a more hands-on, responsive, and service-driven approach for the benefit of our residents and communities.

What this means for you:

At this time, there will be no immediate changes to your day-to-day experience. Your current management company will continue to operate as usual during a 60-day transition period to ensure a smooth and seamless handoff.

- No changes to payments, contacts, or processes will occur prior to the transition.
- CMS will officially assume management responsibilities effective **June 1, 2026**.
- Tracy Hecht will serve as President of CMS and will continue in her role as Developer liaison, providing continuity and support throughout the transition.

To ensure transparency and keep you fully informed, CMS will be hosting a series of Town Hall meetings beginning the last week of April. These meetings

will introduce the CMS team, outline what you can expect moving forward, and provide an opportunity to ask questions. Important updates related to the transition including any future changes to payments, contacts, or processes will be communicated through these Town Halls, as well as through upcoming eblasts and welcome letter mailers as the transition progresses. Invitations with specific dates and details will be shared soon.

We understand that change can bring questions, and we want to assure you that this transition is being made with your best interests in mind. Our goal is to deliver a higher level of service while maintaining consistency and stability for your community.

Should you have any questions requiring immediate attention, please do not hesitate to contact Tracy Hecht at thecht@citizensmanagementservice.com or Becky Joy at bjoy@citizensmanagementservice.com.

Thank you for your continued support and engagement.

Sincerely,

Tracy Hecht on behalf of The Developer-led Board of Directors

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