



RE: New Property Management Company

Dear Association Member:

We are excited to announce that Pacific Edge Management, Inc. will be your new property management company for Kal Ali Estates HOA, effective immediately.

We believe direct connection fosters growth and communication is key. Not only does your property get a dedicated, experienced property manager, but our entire team will work to make sure no question goes unanswered and no issue goes unsolved.

Jan Moshier will be your property manager. She can be reached the following ways:

Telephone: (818) 875-9550 extension 1001

Direct Line: (818) 875-9552

Email: jmoshier@pacificedgemgt.com

We provide 24/7 access to a web portal where you can submit maintenance requests, see your account details in real time, make online payments, access your property documents, and much more. On November 1, 2018 you will receive a welcome email with a temporary password to login into your new account. If you would like assistance accessing your account at that time, please contact our office at (818) 875-9550 and we'll help get you setup.

Enclosed you will find a Homeowner Questionnaire, auto payment form, and paper notification form. We ask that you complete the Homeowner Questionnaire and return it to our office via mail, email, or fax. You are not required to sign up for auto payment through our system, but it is highly encouraged in an effort to expedite and streamline your payments. There is no fee to use this feature if you pay with a checking or savings account.

Pacific Edge Management is committed to being environmentally conscious. All correspondence will be sent to the email address we have on file. If you would like to receive notifications in the mail, please fill out the attached paper notification form and return it to our office via mail, email, or fax.

During this transition period, we appreciate your patience while we work with your previous management company to transfer your Association's information. If you have any questions during this process, please contact don't hesitate to reach out.

We are excited to be working with your Association and thank you for this opportunity.

Jan Moshier
Owner, CEO
Pacific Edge Management, Inc.



FREQUENTLY ASKED QUESTIONS

1. What are your hours of operation?

We are open Monday through Friday from 9AM to 5PM PST. We are closed Saturday and Sunday. There is an on-call representative available outside of regular business hours (including weekends and holidays) in case of an emergency.

2. What do I do if I have an after-hours emergency?

Please call (818) 875-9550 and press 2 and the on-call representative will be able to assist you.

3. What are my payment options?

- **Sign up for Auto Payment through Pacific Edge Management**

Fill out the enclosed auto payment form and return it via email, mail, or fax.

- **Set up Bill Pay through your bank**

If you are signed up for bill pay through your bank, you will have need contact them to change the mailing address to the following:

Kal Ali Estates HOA
c/o Pacific Edge Processing Center
PO Box 97375
Las Vegas, NV 89193-7375

You can find your account number by logging into our website with your personal login that will be provided to you on November 1st, 2018 via email. It is located on the right-hand side of the home screen under "Account Information." Please continue to make your payments payable to Kal Ali Estates HOA.

- **Mail your payment**

Owners who do not sign up for auto payment through Pacific Edge Managements website can request a coupon book to be provided. Once you receive your coupon please include your coupon stub with all assessment payments and mail them both to:

Kal Ali Estates HOA
c/o Pacific Edge Processing Center
PO Box 97375
Las Vegas, NV 89193-7375



4. When do I start sending my payments to Pacific Edge Management?

December 1, 2018 will be the first assessments that Pacific Edge Management will process.

5. How do I submit a maintenance request?

You can submit a maintenance request through your personal login portal on our website: www.PacificEdgeMgt.com. You can also submit your request to your designated property manager via email.

6. What if I want to receive notifications via the US Postal Service?

Submit the paper notification form and we will mail hard copies of all correspondence.

7. Will I receive a statement each month to pay my bill?

No. You will receive a 90-day account history on the 20th of every month via email. Owners are expected to make payments per the Association's collection policy.



Auto Payment Sign-Up Form

If you would like to sign up for recurring payments each month, we can set that up for you. Recurring payments cut down on paper waste, ensure timely payments, and eliminate the possibility of mail theft.

If you sign up for auto payment, we will donate \$5 to a charity of your choice below.

Please provide the following information:

Account Holder Name: _____

Property Address: _____

Unit #: _____

Routing Number: _____

Account Number: _____

Day you want payment withdrawn (i.e. 1st, 5th, 10th, etc.): _____

I understand that by filling out this form that I am authorizing Pacific Edge Management, Inc. to withdraw my monthly HOA Dues amount each month on the date specified above. If any payment is returned unpaid by my bank or financial institution for any reason, I understand that I will be assessed any applicable fee's.

Signature: _____

We are passionate about the communities we live in. Please select a charity and Pacific Edge Management will donate \$5 to the selected charity.

- Boys and Girls Club – Burbank (<http://www.bgcburbank.org>)
- The Humane Society – Los Angeles (www.humanesociety.org/hollywood)
- Greater Los Angeles Fisher House Foundation (<http://www.greaterlafisherhouse.org>)



Paper Notification Sign-Up Form

In an effort to reduce waste, all correspondence will automatically be sent electronically to the email address we have on file. If you would prefer to receive notifications in the mail via the US Postal Service, please provide the following information and send it back to our office at any time via mail, email, or fax.

Owner Name: _____

Property Address: _____

Unit #: _____

Please note that by accepting to receive paper notifications via mail, you are choosing to receive all your homeowner notifications at this mailing address rather than email.

Mailing Address where notifications will be sent:

If at any time, you would like to change your notifications to paperless, please reach out to our office or your property manager directly to do so and we'll be happy to assist.