

Hello, Big Trout Condo Association, Proud Villas Family!

August 1, 2023

So, there has been a lot of information going around. Most have come to learn that the Villas is heading into what is referred to as uncharted territory—transitioning our property management company, Rockwood Property Management (RPM), and gaining a new property management team, Operations Solutions Northwest, LLC, (OPSSNW) a Washington Limited Liability Company, on September 1, 2023—is a first for the Villas. Yes, a lot is going on, but the challenges ahead are not insurmountable; it's referred to as "business as usual," in the property management and HOA industry.

While the property management turnover, as commonly referred, is very important, both management companies desire to have a smooth and seamless, or as seamless as possible, transition. They will need our support in allowing them to do the work necessary to ensure that very few hiccups are encountered along the way; accomplishing a successful result on behalf of the community is the desired outcome. Both companies are very knowledgeable on the ends and outs of turnover/transitions of HOA communities. They are skilled professionals and well-equipped to handle the requirements. We are in good hands—all of them.

Now, enough about the transition; what happens next? What about us, the Villas community? While all this is going on, how do we pay our dues?

Well jokingly, we would probably all love this to be a dues-free community. However, that is simply impossible. There are bills to pay, upkeep of our common areas to maintain, and reserves to focus on to preserve these investments while our quality of life and general well-being is safe guarded. So, we must continue to send our \$308.00 to the bank so that there are funds available when we need them. However, absolutely nothing will change right away in how we pay our monthly dues. Once things change, we will be notified by the new management company of the process. But for now, continue to pay dues on time or in advance just as you have been.

Or visit the *Assessment Payment Methods* tab here on the Rockwood homepage to see all the payment options: * **Owner Access Portal**, * **Your Bank Bill Pay Services**, * **Or by US Mail Payments**

All and all, we thank you on behalf of the Board, Dale Robbins, Roger Liermann, Tim Liese, Chris Lowe, and me, Dg Garcia. We welcome the continued opportunity to serve this great community. We are here, we are ready, and we are confident.

Lastly, we want to thank RPMs property manager, Gil Pierce, and his team for their continued contributions from 2007 to the present. We are grateful for their support and valued service. We wish them the best of luck as they focus on what comes next for their corporation.

To everyone here at the Villas at Big Trout Condo Association, we thank you for entrusting this Board with the "Duty of Care and Loyalty" you deserve as we take one day at a time to enjoy our neighbors, our friends, our community, and all the good things to come.

Respectfully,

Dg Garcia, President
Villas at Big Trout Condo Association