



January 20, 2023

Dear Bay Harbor Club Residents,

It is with great pride that we notify you that your Association's Board of Directors has chosen **Sandcastle Community Management** as the new management agent for your community effective **February 1st, 2023**. As your Association's managing agent, we will be working closely with you, your Board, and your service providers to create and maintain the peaceful surroundings that you desire. In addition, the entire Sandcastle team will be working through the details in the administration of your community. We are here to help make your community a great place to call home.

If you need to contact us, we can be reached Monday through Thursday from 8:00 AM to 4:30 PM and 8:00 AM to 2:00 PM on Friday at **239-596-7200**. Your **Regional Property Manager** will be **Ken Able**, and he can be reached at **Ext 241** or via email at **KenA@SandcastleCM.com**. The **Main Point of Contact for Owners** will be your **Assistant Property Manager**, **Lissie Gil**, and she can be reached at **Ext 229** or via email at **LissieG@SandcastleCM.com**. Your Association will also be included in Sandcastle's **after-hour emergency hotline** that is answered by a live operator 7 days per week. For after-hour Association related maintenance emergencies, simply call **1-828-633-4195**

****Below you will find all options available to submit payments to your Association. If you are on Bill pay, thru your bank, or another auto debiting system, please make sure to update the mailing information. ****

1. **Automatic Debit (ACH) Withdrawal Program:** We urge you to enroll in our **FREE** in-house ACH program where Sandcastle pulls your association payment **quarterly**, as your payments come due. **You can enroll in this program by completing the attached sheet and returning to Billing@SandcastleCM.com**
2. **Online One-Time & Reoccurring Payments:** You can also view your balance and make recurring and one-time payments on-line using your own owner payment portal. Please be advised the e-check transaction fee is \$1.99 per transaction and the Credit Card transaction fee is 3.25-3.50% for you to make these payments online at the time of your choosing. ****Please note your account will not be active until *February 1st* when we begin managing your community so, please stay tuned for follow-up registration instructions we will send once live on *February 1st*.**
3. **BillPay via your banking institution or mailing in your payment:** Please note that if you are currently paying your assessments using your own personal online bill payment service or mailing in your payment, you must edit the payee and amount information. For your reference, the proper information to enter for your payment is as shown below.

Bay Harbor Club
c/o Sandcastle Community Management
PO Box 25637
Tampa, FL 33622

Please know that the Sandcastle Team is excited about assisting your Board of Directors in managing your community and we look forward to serving you.

Sincerely,
Sandcastle Community Management