

RIVER RUN AT FORT WRIGHT

c/o Ponderosa Community Management
Post Office Box 11706
Spokane Valley, WA 99211



Dear River Run at Fort Wright Homeowner,

We are excited to inform you that the River Run at Ft. Wright Board of Directors has selected Ponderosa Community Management as your new community association management company beginning July 1, 2020. Our role at River Run at Fort Wright is to carry out the policies set by your Board of Directors and manage the Association's daily operations.

Ponderosa wants to ensure this change to new management is as effortless for you as possible. We look forward to working with you and providing professional, quality and prompt service to the board, owners, and residents of your Association.

Covenant Enforcement: We want to assure owners that our role is not to be a strong arm with the enforcement of community policies. Sometimes, homeowners confuse the roles and responsibilities of their HOA Board and their management company, especially when it comes to community rule enforcement. Despite what many homeowners think, we do not set any policies or rules pertaining to your community, nor do we determine the penalties for non-compliance. Rather, Ponderosa's responsibility is to enforce the community policies and regulations made by your Board of Directors on behalf of your HOA. We work collaboratively with your duly elected Board to ensure their priorities for your neighborhood are observed.

Annual Assessment (Dues) Payments: Later this year, we will be working with your Board on the drafting of your 2021 operating budget. We will send out more information at that time about the many ways you will be able to make your dues payment with Ponderosa.

Your Information: Enclosed is an owner information form. Because Ponderosa often sends Association, community, and other alerts to owners via email, it is very important to include the current email addresses for all household members that may want to receive neighborhood information. If your home is leased or rented, please be sure to complete the tenant portion of the form. Be assured that your information will not be shared with any third parties and is only used in conjunction with news and updates for the River Run at Fort Wright. You may also fill out this form, online at www.PonderosaCM.com

Sales and Refinance Assistance: Our office will assist those owners who are selling or refinancing their homes with all the necessary escrow disclosures, demand statements and documents needed for your upcoming listing.

Emergency Assistance: Ponderosa Management provides owners with 24/7 emergency care for those Association issues affecting your community. An emergency is defined as a threat to the Association's property. Keep our toll-free number below handy to contact us for assistance.

Your attention to this packet is greatly appreciated. Please contact us if we can be of any assistance to you during this transition.

Warmly,



Melissa Guyott, CMCA AMS PCAM
CEO Ponderosa Community Management

Melissa@PonderosaCM.com

1-888-596-8374



OWNER REGISTRATION FORM

Please return via email to
Manager@PonderosaCM.com
 or mail to:
 Ponderosa Community Management
 PO Box 11706
 Spokane Valley, WA 99211

You may fill this form out online at:
www.PonderosaCM.com

Main: 509-279-2268

Community Name: Unit/ Lot #

Property Address:

Send Mail To: Property Other Address:

| | | | | | |
|----------------|-------|----------------------|-----------------------|------------------------------|-----------------------------|
| Legal Owner(s) | Name: | <input type="text"/> | Residing in the Home? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| | Name: | <input type="text"/> | Residing in the Home? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| | Name: | <input type="text"/> | Residing in the Home? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

| Owner Contact Information | | | | |
|---------------------------|----------------------|----------------------|----------------------|----------------------|
| Owner Name | Cell Phone | Home Phone | Work Phone | Email Address |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |

| Owner Emergency Contact | | | | |
|-------------------------|----------------------|----------------------|----------------------|----------------------|
| Name | Primary Phone | Alternate Phone | Email | Relationship |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |

Does your emergency contact have a key and permitted access to your home? Yes No

| Tenant Contact Information | | | |
|----------------------------|----------------------|----------------------|----------------------|
| Tenant Name | Cell Phone | Home Phone | Email Address |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |

Terms of the current lease: Start Date: _____ End Date: _____

| Rental Property Manager Contact Information (If Applicable) | | | | |
|---|----------------------|----------------------|----------------------|----------------------|
| Manager's Name | Company | Contact Phone | Email | Mailing Address |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |

Should your property manager receive all correspondence regarding this unit? Yes No

| On Site Vehicle Information | | | | |
|-----------------------------|----------------------|----------------------|----------------------|----------------------|
| Vehicle Make | Vehicle Model | Color | Plate | State |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |

Is there anything else you'd like Management to know?

»»Rights and Responsibilities for Better Communities

Perhaps the greatest achievement for any association is creating and sustaining a sense of community among residents and leaders. This goal is best achieved when homeowners, non-owner residents and association leaders recognize and embrace their rights and responsibilities. It was with this goal in mind that CAI developed Rights and Responsibilities for Better Communities. These principles can serve as an important guidepost for home-owners and non-owner residents.

Homeowners have the right to:

1. A responsive and competent community association.
2. Honest, fair and respectful treatment by community leaders and managers.
3. Participate in governing the community association by attending meetings, serving on committees and standing for election.
4. Access appropriate association books and records.
5. Prudent expenditure of fees and other assessments.
6. Live in a community where the property is maintained according to established standards.
7. Fair treatment regarding financial and other association obligations, including the opportunity to discuss payment plans and options with the association before foreclosure is initiated.
8. Receive all documents that address rules and regulations governing the community association—if not prior to purchase and settlement by a real estate agent or attorney, then upon joining the community.
9. Appeal to appropriate community leaders those decisions affecting non-routine financial responsibilities or property rights.

Homeowners have the responsibility to:

1. Read and comply with the governing documents of the community.
2. Maintain their property according to established standards.
3. Treat association leaders honestly and with respect.
4. Vote in community elections and on other issues.
5. Pay association assessments and charges on time.
6. Contact association leaders or managers, if necessary, to discuss financial obligations and alternative payment arrangements.
7. Request reconsideration of material decisions that personally affect them.
8. Provide current contact information to association leaders or managers to help ensure they receive information from the community.
9. Ensure that those who reside on their property (e.g., tenants, relatives and friends) adhere to all rules and regulations.

