

WESTBROOKE CONDOMINIUM ASSOCIATION

12.17.25

Dear Westbrooke Co-owner,

We would like to take this opportunity to introduce ourselves as your new property management company. The Board of Directors has elected to retain Encompass Management Group to service the needs of your association beginning **January 1, 2026**. We are grateful for this opportunity and look forward to meeting each of you in the future. We believe that customer service is everything, so our team puts a great deal of focus on serving your community needs. Getting to know you is important to us so that we can service your community to the highest standards.

To help us get started, a *Co-owner Information Sheet* is enclosed. This questionnaire will provide us with the information we need to maintain appropriate and accurate records, and will assist us in the event of an emergency. Please review, and return the completed form to the Southfield address listed below and on the enclosed information page.

To help with payment of your association fees, a coupon booklet will be delivered shortly. **Please note that your first payment is due January 1, 2026.** If you have already mailed in your payment, do not worry, we will support you in applying the payment, if necessary, with assistance from your prior management company.

Finally, we will be sending out email updates with owner portal access and providing additional reporting options later on in the transition process. We will be able to accomplish this for you several weeks after the transition process has started, final accounting will take time to arrive and is critical to ensure our portals reflect true and accurate information for all. Please keep an eye on your email inbox.

If you have any questions concerning this transition, please do not hesitate to contact us. On behalf of all of us at Encompass, we truly look forward to serving your needs.

Sincerely,

Encompass Management Group Team

ASSOCIATION TRANSITION SUMMARY

- Encompass formally begins managing on January 1, 2026.
- A new coupon book, with updated remittal information, will arrive in a separate mailing.
- Association fees are due on the first of each month.
- Payments not received by the grace period are late and a late fee charged. **This policy will be waived through February, 2026.**

THINGS TO DO

1. Complete & return the *Co-owner Information Sheet*.
2. **Send your January 1, 2026 payment by check to the Phoenix address below.**
3. Web banking/online bill payers — **please remember to update the payment address with your bank,** otherwise your payments will continue to be sent to the old management company. Reference your account number (found in the coupon book to arrive shortly) as the account you are paying.
4. **If you are renting your unit,** supply a copy of the lease agreement and the tenant's contact information.

WHERE TO SEND YOUR INFORMATION

CHECK AND PAYMENT REMITTALS:

Westbrooke Condominium Association
c/o Encompass Management Group LLC
PO Box 98070
Phoenix AZ 85038-8070

DOCUMENTS AND FORMS:

Encompass Management Group LLC
18161 W 13 Mile Rd Ste LL
Southfield MI 48076-1113

CONTACT ENCOMPASS DIRECTLY:

☎ 888-675-9229
✉ service@EMGcondo.com