



**Abaris Real Estate Management, Inc.**

7811 Montrose Road, Suite 110, Potomac, MD 20854

301-468-8919 · Fax: 301-468-0983

397 Herndon Pkwy, Suite 100, Herndon, VA 20170

703-437-5800 · Fax: 703-471-6578

abarisrealty.com

## Welcome Letter

Reference: Milestone HOA

Dear Homeowner,

Congratulations! On behalf of the Milestone HOA Board of Directors and all of the residents of the community, Abaris Real Estate Management extends a warm welcome to you as a new property owner. We wish to take this opportunity to provide you with some information which will help make the transition to ownership in your new community as smooth as possible. We hope you find this information useful and that you will let us know if we can be of further help.

**Who we are and what we do:** Abaris Real Estate Management is the Association's managing company. The operation and management of your Association is governed by your Association's governing documents (e.g., Declarations, By-Laws, Polices) with direction provided by an elected Board of Directors. The Association, with the professional management services of Abaris, is responsible for adhering to and ensuring members' compliance with the Association's governing documents, billing and collection of assessments, and maintaining the property standards set for your property. An Abaris Community Manager meets regularly with your Board of Directors to review and report on the quality of vendor services, maintenance issues, owner compliance, and overall operations of your Association. In short, we work hard to help keep everything running smoothly in your community.

### **Where/How to find information about your Association and your account:**

**Community Portal** The first place to go is your Association's designated portal which provides 24/7 access. We highly encourage you to sign up for your property website.

To login to your new owner's portal, go to <http://portal.abarisrealty.com/>. Click on 'Sign Up'.

Having an online account with our system will not only give you access to see your association related documents, but also see your account balance, make payments on-line, enter and track maintenance requests, view a community calendar, access condominium documents and receive important information about the Association.

Our system is role and password protected and 128-bit encrypted. By signing up you will not only stay in the "know" and be better informed but also help the environment by accepting electronic communications about your property.

**How to pay your Association Assessments (Dues):** An online payment option is available on the owner's portal. You will be redirected to our third-party payment processor ClickPay. A breakdown of your monthly fees is available here as well.



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If you would like to pay by check, please make the check payable to «Association Name» and include your account number on your check. Checks should be mailed to:

**Milestone HOA  
c/o Abaris Real Estate Management  
P.O. Box 30347  
Tampa, FL 33630**

**Please do not send payments for the association dues to our office address as it will delay processing time.**

**Where/how to update your contact information:** It is imperative that we always have current contact information, so you are kept informed about important association-related business. When/if your email, mailing address, phone number or other contact information changes, you can make these changes on the owner's portal on the 'Contact Info' page. It's important to have this information to keep your profile current.

**Contact Us:** If you have any questions, we can be reached at [billingdept@abarisrealty.com](mailto:billingdept@abarisrealty.com).

Congratulations on the purchase of your new property and welcome to the community!

On behalf of Milestone HOA

This Community is Professionally Managed By:

**Abaris Real Estate Management**