

**SPECIAL NOTICE**

**Woodlake Towers Condominium**

August 13, 2014

Dear Unit Owner:

**FirstService Residential** is pleased to have been selected as the new financial management agent for Woodlake Towers Condominium effective September 1, 2014. The FirstService Residential (FSR) team, led by Phil Pool and Jim Armstrong, is looking forward to working with the unit owners, on-site management staff, and Board of Directors. FirstService Residential will offer professional support and guidance as it relates to the financial management operations of the condominium.

As part of the change in management to FirstService Residential, we are pleased to present you with multiple options for the payment of your Woodlake Towers Condominium monthly assessments. These options are as listed below.

- **PAYMENT COUPONS:** Assessment coupons are enclosed for the payment of the remaining four months of the fiscal year, September through December, 2014.
- **DIRECT DEBIT:** We are pleased to offer a direct debit method of payment (ACH), which allows automatic payments from any banking institution you choose to be credited directly to the association's bank account. ***Note: If you are currently participating in the automatic debit program with ProCam (the previous management company), you must complete a new FirstService Residential application to participate again(see enclosed).*** It may take up to 20 days in order to process this request. This means that the direct debit option will not be available for September. Therefore, you will need to use one of the other payment options for your September payment.
- **ONLINE BILL PAYMENTS:** If you currently utilize an online bill paying service to make your assessment payments, you will need to ***cancel your recurring payment to the previous management agent and set up a new recurring payment to the post office address: Woodlake Towers Condominium, c/o FirstService Residential, P.O. Box 11983, Newark NJ 07101-4983.***

**MAJOR CREDIT CARDS /E-CHECKS:** FirstService Residential also accepts major credit cards and e-checks for assessment payments through PayLease, a third-party online payment portal. Through PayLease, you may make one-time payments or schedule recurring payments by visiting [www.fsresidential.com](http://www.fsresidential.com) and clicking on the "make a payment" button at the top of the web page. Please note that there is a processing fee levied by PayLease for credit card payments and one-time e-checks. There is no fee levied for recurring e-checks. If you already have a PayLease account, you may add your Woodlake Towers Condominium assessment payment to your existing PayLease account.

Please note that if you have already made your August or September assessment payment, those transactions will be reflected in the balances turned over to FirstService Residential at transition.

FirstService Residential is committed to assisting the unit owners and residents of Woodlake Towers Condominium with the smooth transition of management companies. Our goal is to ensure that all inquiries are handled in a prompt and efficient manner. Furthermore, we will be working closely with your Board of Directors, committees, and the on-site staff throughout the transition period.

If you have any questions regarding this letter or any procedures outlined herein, please call our Customer Care Center at 703.385.1133 to speak with one of our representatives. Our office hours are 9:00 a.m. until 5:30 p.m., Monday through Friday. You may also contact the on-site management office with any questions or concerns.

We look forward to a long and successful working relationship with Woodlake Towers Condominium.

Sincerely,



Phil Pool, Executive Director  
FirstService Residential DC Metro, LLC

Enclosures: Direct Debit Application & Payment Options Flyer