



December 6, 2021

RE: Hillcrest Country Club No. 15 Condominium Inc.

Dear Homeowner:

We are extremely pleased to announce that your Board of Directors has selected **Allied Property Group, Inc.** to provide our unparalleled property management services to your Association beginning December 13, 2021. Allied will be responsible for providing both financial and administrative management for the Association.

The Property Manager assigned to Hillcrest Country Club No. 15 Condominium, Inc. is **Jesus Millares, CAM**. He will be supported by **Mariana Carrasco**, and the many dedicated and caring team members at our Home Office. You may contact the Property Manager at: jmillares@alliedpropertygroup.net and Mariana at: mcarrasco@alliedpropertygroup.net or by phone at 305-232-1579.

Please mail your January payment to:

**Hillcrest Country Club No. 15 Condominium Inc.
12350 SW 132 Court, Suite 114
Miami, Florida 33186**

NOTE: Because of the length of the wording for payables on the check and in electronic web entries, we are allowed the use of "Hillcrest CC #15" as a payee instead of Hillcrest Country Club No. 15 Condominium Inc.

New payment coupons will be mailed out later this month for the 2022 fiscal year. Your maintenance fees are due and payable on the first (1st) day of each month. Payments not received by the 10th of each month will be charged a \$25.00 Late Fee. Payments should be mailed to the address noted on the coupon. Please be sure to note your account number in the memo field of your check to ensure your payment is credited properly to your account. If you have already paid your maintenance fees to the prior management company, please be assured that we will obtain that information from them and make sure your payment is properly credited to your account.

If you have a question regarding your account balance, there is no need to wait on the phone. Through **Allied's Portal**, owners can access their account history, make a payment, submit a service request, and much more. To register for the Allied Portal, send an email to: csr@alliedpropertygroup.net. You will then receive an email with instructions on how to register.

If you do not have a computer and have a question regarding your account, you do not need to contact the property manager; you should call Allied Property Group, Inc. at **305-232-1579** and request to speak with a Customer Service Representative. If a representative is not available, please leave a message and your call will be returned no later than the next business day. You may also email your questions to: csr@alliedpropertygroup.net.

We would also like to inform you that the number to call if there is an emergency during non-office hours is (305) 232-1579. Only calls related to actual emergencies will be returned immediately. Non-emergency phone calls will be returned the next business day.

The entire Allied Team and I look forward to meeting you and your neighbors. Should you have any concerns or questions of any nature, please do not hesitate to contact our Customer Service Department.

Sincerely,

**Ana Rivero
President**

12350 S.W. 132 Court, Suite 114 • Miami, Florida 33186
Telephone: (305) 232-1579 • Facsimile: (305) 969-0154
www.alliedpropertygroup.net