

July 30, 2024

Dear Living at Kuykendahl HOA Homeowner,

We are pleased to announce that Preferred Management Services, AAMC® has been selected by your Board of Directors to manage your community effective August 1, 2024.

Preferred Management Services proudly holds the AAMC® designation of Accredited Association Management Company by Community Association's Institute. Currently, there are less than a dozen management companies in Houston that have this designation. Our company focus is on education, communication and customer service.

I will be the manager transitioning your community and eventually assigning a permanent manager. I, along with other Preferred Management Services support staff, will work closely with each of you and your Board of Directors in a joint effort to build a family environment and to assist in keeping your property values high.

Preferred Management Services, AAMC® is also pleased to provide your Association with a complimentary community website available to all property owners. To visit the community website you may go to [www.preferredmgt.com](http://www.preferredmgt.com) . We are currently loading the website and it will continue to grow over time. On the site, you will be able to view all governing documents, approved meeting minutes, approved financial reports, receive information from the Association or management company and of course make online payments to your account 24/7.

Preferred Management Services, AAMC® will be assisting the Board with managing the day to day operations of the community. This entails facilitating homeowner communication, overseeing work performed by contracted vendors, performing deed restriction inspections, inspecting the common areas, processing vendor invoices for payment, billing and collection of homeowner assessments and water fees, preparing monthly financial reports and attending Board meetings to provide these reports and other information to the Board of Directors.

A management company's role is to provide guidance to the Board of Directors with regard to the operations of this Non-Profit Corporation, assist in interpretation of the Association's Governing Documents, Texas Property Code and the selection of qualified vendors who will represent the Association in the best manner. Many people think that a management company tells the Board what to do; that is not the case. The Board of Directors makes the decisions for the community and the management company implements them.

If you need to submit a home improvement application, please send all correspondence to Living at Kuykendahl HOA, Inc., PO Box 690269, Houston, TX 77269.

If you make your assessment payment via your banks online payment system please add the mailing address to the remittance address that is located on the assessment statement we are mailing to you via USPS and include your account number. Your assessment and water bill payments may be made online by going to your homeowner portal at [www.preferredmgt.com](http://www.preferredmgt.com).

Preferred Management Services, AAMC® is very excited about working with your Community and encourage you to contact us whenever you have questions, comments or suggestions regarding your account or the community. You may reach us by phone at 281-897-8808 or by email at [info@preferredmgt.com](mailto:info@preferredmgt.com). Our office hours are Monday through Friday 8:00am to 5:00pm and we are closed from Noon to 1:00pm for lunch. Preferred Management Services accepts check or money orders only in the office.

Thank you for this opportunity to work with the Living at Kuykendahl Homeowner's Association and we look forward to meeting you.

Sincerely,

Patti Tine Moody, CMCA®, AMS®, PCAM®  
CEO, Preferred Management Services, AAMC®