



GRIER GROUP
— Management Company —

December 2020

Grier Group Management is pleased to announce that starting in 2021 we have made some changes to improve your customer service experience. We have heard you and recognize that you want a better and more interactive experience that makes it easy to communicate with your management company.

2020 has been a challenging year for all of us and as we move into 2021 we want to take a moment and collectively acknowledge the sacrifices made by every individual, family and every single member of the communities we manage. Businesses have had to make many changes throughout this year and constantly adapt to changing circumstances. This year has clearly demonstrated that technology and the ability to adapt quickly to customer needs and requirements is essential.

We are looking to redefine what HOA property management looks like. Too many times property management companies want to dictate to an Association what they can and cannot do. They want to run every Association the same way without listening to the Board and owners on what THEY want. We want to help each individual Association achieve their goals based on what is right for your community. We plan on working with your Board to implement our collective vision for creating the best community possible, we believe part of the foundation for that is in the creation of an improved tool for sharing information, improving communication related to homeowner requests, and providing flexible payment options to accommodate individual homeowner needs

We think each owner in an Association should have the ability to take control of their own account. We have partnered with a software company that enables you as the owner to manage how you pay in a secure online portal. You will have the ability to set up your own ACH payments, schedule reminders, pay by credit card, or set up recurring payments from your checking account. All maintenance requests, architectural requests and inquiries should be submitted in the portal to enable faster and more efficient service.

Grier Group is in the process of changing our official name and branding to TreeStone Properties. Beginning in January 2021 you will start to see the name TreeStone in official communication and the new website for your online portal starting in 2021. Please visit treestoneproperties.com for all of your community needs and to submit requests. Please continue to check the portal regularly over the next couple of months while we continue to add information for your community including your community's 2021 budget and 2020 actuals.

Attached you will find information on your 2021 fees as well as instructions on how to log into the new online portal. Happy Holidays and Merry Christmas from our family to yours.

Sincerely,

Grier Group Management Company

Grier Group Management, Chesterfield, MO * 636-733-9021

41101343-003679-03-05-00



Logging into your new online portal **(If you don't have a computer, or email please call us at 636-733-9021)**

Your new portal is 100% mobile and allows us to provide you with fast, responsive service.

With this new portal, you can:

- Make payments online by eCheck (FREE) or Credit Card
- Set up automatic payments to post automatically on the specified day
- Submit Architectural Review Requests
- Submit maintenance and owner request
- Track the real-time status of your maintenance request
- Update you contact information and email address.

Getting Started:

The transition to your new Online Portal will begin during the last week of December.

-If we have a current and accurate email on file for you we will send you an activation link via email to activate your new Online Portal.

-If you do not get an activation link by 12/31/20 via email please visit treestoneproperties.com to request access.

When using a desktop computer on the top left of the screen select "sign up" under Homeowner login.

When using a mobile device scroll down to the bottom of the first page and select "sign up" under Homeowner login.

Access the help page below to learn more about your new portal:

[Homeowner Portal Overview](http://www.appfolio.com/help/owner-portal)
www.appfolio.com/help/owner-portal

Please Note:

Access to your existing platform will be disabled as of 12/31/20. Please visit www.treestoneproperties.com.

Attached to this letter is an invoice for your 2021 Annual fee that is due March 1st and delinquent after March 31. Please note that as of April 1st a \$25 late fee will be assessed.

-If you would like to submit a check either by writing it yourself, or having your bank mail a physical check please mail to: Your Association Name, PO Box 96334, Las Vegas, NV 89193. You must *include* your *name, property address, Association name* with your check. We would highly recommend discontinuing mailing a physical check and set up payments via the secure online portal.

-Please visit your online portal before you decide how you would like to pay. The best way to pay your fee is by logging into the portal and setting up payments as this will enable you to see in real time your statement and payments moving forward.

