

Old Dutchtown
PO Box 1057
Denham Springs, LA 70727
(225) 503-2648

2/1/2021

Updates for Old Dutchtown

Bennett Ceramic
37379 Mill Park Avenue
Gonzales LA 70737

RE: 37379 Mill Park Avenue

Dear Bennett Ceramic,

Old Dutchtown is excited to inform you of some important changes for the betterment of our association. To ensure the community remains a top place to call home and property values are protected, the board has hired Community Management, LLC to professionally manage the association. Community Management (CMGT) is a professional management company with over 15 years of experience managing over 250 communities. They provide a litany of valuable services, which combined with the guidance of the board, will make our neighborhood a great place to call home and protect property values

Association Portal

If you have provided the association with an email address, you will be receiving an invitation via email to register for the association portal provided by CMGT. This portal will give you direct access to view your property information as well as a direct link to pay your HOA Assessments. The Portal will also house all your HOA's Governing documents including Articles of Incorporation and Restrictions. **Please note, if your HOA doesn't have your updated email address you can visit <https://comwebportal.com/login> to register for the portal and begin taking advantage of this valuable resource and receive electronic communications (you must have an email address to utilize the portal).**

Rules and Regulation Reminder

One of the association's main responsibilities is to provide you with assurance that your property values are being protected by enforcing the rules and regulations associated with your community. CMGT will conduct monthly site visits to ensure all rules and regulations are being followed by all members of the HOA. If it is believed a home/unit is in non-compliance, the owner will receive a notice of reminder, along with a time/date stamped photo of the matter, giving ample time to correct the issue or to discuss what is being asked. **It is important to familiarize yourself with all governing documents that can be found on the association portal.**

Paying Assessments/Dues

In closing, please note **the process for paying dues may be a little different than what you are accustomed to in the past.** You should receive an invoice soon with instructions on how to make your payments. If you do not receive an invoice, please contact Community Management and they will assist you.

We are excited about this opportunity to have Community Management as an asset to our community. For more information, or to answer frequently asked questions about how an association works and Community Management's role, please visit our Support Ticket Portal and the Knowledge base at <https://cmgt.supportsystem.com>. From this portal you can also submit a support ticket to be connected with a Community Management Team Member that can assist you.

Sincerely,
Old Dutchtown
Board of Directors

Resident Information Sheet

Please complete and submit to Community Management on the Support Ticket Portal

<https://cmgt.supportsystem.com/>

- Click on Open a New Ticket and choose Help Topic – New Resident Information.
- From there you may add your form as an attachment, and we will process your information in our systems.

Unit/Lot Number: _____ Association Name: _____

Purchaser's Information:

Owner Name(s): _____

Spouse or Other: _____

Property Address: _____

Property City, State, Zip: _____

Cell #: _____

Email Address: _____

Secondary/Forwarding Address: _____

Secondary/Forwarding City, State, Zip: _____

Secondary Phone #: _____

Secondary Email: _____

Date of Purchase of Home/Property: _____

Community Management, LLC

PO Box 1057

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<https://cmgt.supportsystem.com/>

OLD Dutchtown

Dear Old Dutchtown Residents,

Community Management is rolling out our new access system (VIZpin) for the pool gate. You will find the instructions to set up your access on the next page.

VIZpin is a Bluetooth-powered app that will turn your phone into your key for the pool gate.

Benefits:

- ✓ 2 digital keys issued per lot (currently only 1 card issued per lot)
 - These keys have been purchased by the HOA and will be given to residents at no charge
- ✓ Convenience of no longer having to keep up with a physical card
- ✓ Not having to worry about losing your card and paying \$50 for a new one
- ✓ Most people always have their phone with them
- ✓ Administration of the system will be done online by Community Management (currently a volunteer has to go to the pool gate to activate a card...thank you, Troy Genovese, for doing this for so long!!)

Physical VIZpin fobs can be purchased by those who may not have a smartphone or who want more than 2 digital keys

- VIZpin fob can be purchased for \$30; digital key can be purchased for \$10
 - Maximum of 4 keys/fobs allowed per lot
- Example: Mom and dad each receive a digital key but have an 18 year old son living at home. Their son can purchase a fob for \$30 or a digital key for \$10.

If a digital key is ever deactivated (for outstanding fines or dues), to regain access, resident must pay \$10 for a new digital key.

The old card system is being completely replaced with VIZpin and will no longer be maintained. No changes are being made at this time to the keypads on the clubhouse door and gym.

To purchase additional keys or fobs or to submit questions or problems, please complete a ticket on the Community Management portal.