

Effective November 1, 2008

To: Unit Owners of The Villages at Freedom Green Association, Inc.  
From: All of Us at Westford Real Estate Management, LLC

Westford Real Estate Management, LLC is very pleased to have been selected as the new property management company for The Villages at Freedom Green. We pride ourselves on providing prompt and courteous service and look forward to demonstrating our commitment to you.

### **Contacting Westford**

There are a number of ways you can contact our office:

1. By Telephone: Our telephone number is (860) 528-2885 and the extensions of key personnel are listed below. This number also serves as our After Hours Emergency phone number (see additional information on page 2).  
A message can be left in our voice mail 24 hours a day, 7 days a week.
2. By Toll-Free Voice Mail: 1-877-WESTFORD (877-937-8367). Westford maintains a toll-free number where a voice mail can be left 24 hours a day, 7 days a week. Voice mails are retrieved periodically throughout the workday. Voice mails left after hours or on weekends are retrieved the next business day.
3. On the Web: Our website is [www.westfordmgt.com](http://www.westfordmgt.com) and contains email links to some of our staff members, as well as other information.
4. By Email: You can send your comments, questions or requests to the personal email of the person listed below.
5. By Mail: General correspondence (including maintenance issues, complaints, etc.) can be directed to our office. Your letters will be reviewed and presented to the Board, if necessary.

### **Who, What, Why, and When at Westford**

Following is a select list of our staff members who will be involved with The Villages at Freedom Green, led by the principal account officer assigned to your community, Frank Anastasi. We're also providing you with the contact information for several others of our staff and the type of questions that they will be best suited to assist you with. Please try to direct your inquiry to the person that is most likely and most able to quickly attend to your concern.

**Frank Anastasi**, Association Manager, ext 406, [frank@westfordmgt.com](mailto:frank@westfordmgt.com)  
Board Matters, Capital Improvements, Budgets, etc.

**Mary Jo Withee**, Condominium Coordinator, ext.412, [condoassistant@westfordmgt.com](mailto:condoassistant@westfordmgt.com)  
Resale/Refinance Processing (including resale certificates, mortgage questionnaires, etc.), Rules, Violations, Clubhouse Rental, etc.

**Paula Krutt**, Accounts Receivable/Staff Accountant, ext. 411, [paula@westfordmgt.com](mailto:paula@westfordmgt.com)  
Common Charge/Account Information (including balance information, delinquencies, etc.)

**Angela Morgan**, Maintenance Coordinator, ext. 417, [maintenancedept@westfordmgt.com](mailto:maintenancedept@westfordmgt.com)  
Maintenance Work Orders (Receiving, Processing, and Completing) and General Maintenance Concerns

### **Common Charge Payments and Mailing Address**

Monthly common charge payments should continue to be made payable to “The Villages at Freedom Green Association.” Please be sure that your checks clearly identify the unit number for which payment is being made. For instance, if the address on the check is not the unit address, we ask that you indicate your address on the check’s memo line. Common charges are due the first of each month. **(There is a 10 day grace period before a \$25 late fee is applied.)** Starting with your **November 1<sup>st</sup>** payment, please mail your checks to:

The Villages at Freedom Green Association, Inc.  
c/o Westford Real Estate Management, LLC  
50 Founders Plaza, Suite 207  
East Hartford, CT 06108

If you are set up to have your common charges automatically deducted that will stop at the end of October 2009. We also offer the ability to have your common charges automatically deducted from your checking account each month through an electronic funds transfer program. You will receive information regarding this option in the coming months. In the interim please send a check for your common charges to the above address.

### **After Hours Emergencies**

If you have an actual maintenance emergency (such as no water, roof leaking, etc.), call our office and follow the instructions that will direct you to your property’s emergency mailbox. You will then be asked to leave a detailed description of your emergency, and your call will be returned promptly.

Please be sure that your call relates to an actual emergency that is the Association’s responsibility to act upon. Emergencies not caused by the failure of the Association’s property must be handled by the unit owner and are not likely the Association’s responsibility. Please do not use the After Hours Emergency system with non-emergency, unit owner specific items such as broken air-conditioners, broken dishwashers, cable television outages, etc. **Abuse of the Emergency Line can result in administrative charges to the offending unit owner.**

We understand that unit owners may feel such matters are emergencies, but the Association is reluctant to authorize expenditures for non-Association responsibilities. Feel free to report non-emergency items such as parking disputes, routine work orders, etc. to Westford during regular business hours, or leave a voicemail after hours. Also, immediately call “911” should a fire, police or medical emergency arise.

### **Resale Certificates**

If an owner is selling his or her unit, they are required to provide at his or her own cost a Resale Certificate to the buyer. The Resale Certificate lets the buyer know if there are any outstanding fees owed to the Association and provides copies of the Declaration, By-Laws and Rules and Regulations. The fee for the Certificate is payable to Westford directly. Westford suggests a lead time of ten (10) business days to complete and mail out the Certificate, although every effort will be made to process the Certificate request as quickly as possible. Upon request, you will be forwarded an application to complete and return to our office with your Certificate fee. The fee for the Certificate is based on administrative time and actual postage and copy costs, but will likely be in the \$90 to \$125 range.

### **Condominium/Mortgage Questionnaires**

In the event of a refinance, the lending institution may request the completion of a Questionnaire. The cost for completing a Questionnaire is \$55 payable to Westford directly, with a suggested lead time of five (5) business days. Please contact Mary Jo at ext. 412 should you require a Resale Certificate or a Mortgage Questionnaire be completed.

Again, we appreciate having been selected to work with your Association and look forward to the opportunity to serve you for years to come.