

TIDE FIRST MANAGEMENT COMPANY

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Dear Queen's Grant Recreation Association Member,

It is our pleasure to introduce ourselves to you. Effective May 1st, 2019, Tide First Management Company, LLC, has been hired to assume the management responsibilities of Queen's Grant Recreation Association, Inc (QGRA). It is our goal to help preserve and grow the value of the investment each member has made in the Queen's Grant community.

Duties and Responsibilities

Our responsibilities are largely administrative: we will accurately maintain the financial and accounting records and assist the Board members in other management aspects of the association. These records will be submitted to the Board for their review. We will be available to attend all Board meetings, and we will be available to all association members to answer any questions you may have. We are responsible to the Board of QGRA and will act upon the direction of the Board's leadership.

As association members, it is important to be familiar with your association's CC&Rs (Covenants, Conditions, and Restrictions) and bylaws. You can find these online at queensgranttopsail.com/hoa.

May Statements

Due to delays in receiving information from the prior management company, accounts in delinquency should not expect an account statement for the month of May. However, interest will continue to accrue for any outstanding balances due. June 1st dues invoices and statements will be e-mailed as scheduled. Please let us know as soon as possible if you need to change your e-mail contact information.

Also, in the transfer from the prior management company, a detailed accounts receivable statement is expected to be supplied to us. If you see any errors, misstatements, or bad contact information on your June 1st quarterly dues invoice and statement, please contact us and we will work with you to resolve those issues.

Our Commitment

We will provide quality and timely service to the members and Board of QGRA. We will communicate important information in a timely manner. We will respond to all requests within 24 hours. If you need any assistance, please contact us at support@tidefirst.com. We place a great emphasis on communication, so you can expect us to promptly respond.

We look forward to working with you.

Best regards,

James D. Matthis III
Manager
Tide First Management Company, LLC