

2016

Dear Homeowner,

It is our pleasure to be associated with the Governors Village Homeowners Association. As your managing agent, our responsibility will be to assist your Association's Board of Directors in maintaining and enhancing the value of your home. We will be working with your Board of Directors in providing those services that are the Association's responsibility.

Enclosed, please find a Homeowner Information Sheet utilized to accurately set up your account. We would appreciate you completing this form and returning it to the address used for POA correspondence: **Governors Village POA c/o Talis Management Group, PO Box 99149, Raleigh, NC 27624.**

You will receive directly from the printers a coupon payment booklet for your assessments. Automatic bank draft is available for your convenience. If you would like to begin this service, please use the form enclosed in your coupon booklet or contact your Talis team.

When utilizing a bill payment service, please use the following address: **Governors Village POA, PO Box 1359, Commerce, GA 30529.** Assessment payments are deposited directly into your Association's bank account; therefore correspondence included with assessment payments may be delayed or lost.

Talis Management Group has a team concept of responsibilities that will ensure efficient servicing of your Community needs. There are three Talis staff members assigned to and familiar with the Governors Village POA. Below are your Talis contacts and brief job descriptions.

Alina Cochran, CMCA, AMS, PCAM – Association Manager: Responsible for overall management contract supervision and Talis Team Administration, field inspections for completed work orders, preventative maintenance, rules violations, grounds contractors' work and homeowner inquiries requiring field observation. Interface with the Board of Directors, homeowners, contractors, and others doing business with the Association.

Phone/voicemail: 919-878-8787 ext. 235 Email: ACochran@TalisMgmt.com

Danielle Flippo – District Administrative Assistant: Responsible for receiving routine homeowner requests for service, scheduling inquiries and follow-up, files and corporate records, Board packages, and Association correspondence.

Phone/voicemail: 919-878-8787 ext. 249 Email: DFlippo@TalisMgmt.com

Linda Fisher – Financial Manager: Responsible for fielding homeowner routine inquiries pertaining to accounting questions, account balances, bank drafts, refinancing documentation, etc.

Phone/voicemail: 919-878-8787 ext. 260 Email: GovernorsVillageAccounting@TalisMgmt.com

Please keep these team members' names and duties in mind when requesting information or action from your Association. Voicemail is available for your convenience to leave messages and requests for action during and after regular office hours. Voicemail messages will be answered by one of the three team members and helps avoid some delay caused by "telephone tag". There is also an after-hours service line that you may call to report an **emergency maintenance** need. This line is 919-878-8787 ext. 234.

To learn more about Talis Management we invite you to visit our corporate website at www.talismgmt.com.

We look forward to the opportunity of serving you and your Association. We also look forward to the opportunity of meeting you personally and discussing questions or suggestions you may have regarding your Homeowners Association.

Sincerely,

Alina Cochran
Association Manager

Danielle Flippo
District Administrative Assistant

Linda Fisher
Financial Manager