



# Missouri Association Management, LLC

AAMC® Accredited Association Management Company

2121 Bagnell Dam Blvd. Lake Ozark, MO 65049 Phone: 573-552-8334 Fax: 573-552-8336 Website: [www.mam-llc.com](http://www.mam-llc.com)

January 16, 2019

Vintage Landing  
Property Owners Association, Inc.

Dear Vintage Landing Owner,

Happy New Year! 2018 was a busy year for your association Board of Directors. After a very intense, detailed and in-depth review of your association's management needs and determining how those needs can best be served, your Board has selected Missouri Association Management, LLC to serve your management services needs. We are very excited to have been entrusted with this challenge and we look forward to developing a harmonious partnership with the Board and each of you as we assist your community moving forward.

As we begin this new era, our goals will focus on the basics; curb appeal, cleanliness, courtesy, accuracy and accountability. These are the core values that we use as a foundation for your association to build on. Amber Helmerichs will be your community manager. Some of you may be familiar with Amber as she has worked with you previously. We are focused on providing a "Team" approach to work with your association and this team will be focused on evaluating both the immediate needs of the community as well as the goals that will help your community attain the level of service and quality you deserve.

We understand that any management transition will have its complications and we are prepared for the occasional difficulties that will arise. Assessment invoices will be arriving shortly and, there were no changes to your assessments for 2019 from 2018. As you are aware, the month of January is when deep maintenance and housekeeping are scheduled for the community and we will be performing these tasks with a fresh view and open minds. Once we have completed the maintenance weeks for the community, we will focus our efforts on the overall wellness of the community and working to enhance your owner experience.

Going forward, please send any correspondence and assessment payments to

Vintage Landing Condominium  
Property Owners Association, Inc.  
P. O. Box 160  
Lake Ozark, MO 65049

Vintage Landing will face many challenges in 2019; resolving a delinquency rate that is abnormally high will be a priority along with evaluating the path to improving ownership satisfaction and the long-range planning for future replacement needs. We look forward to the challenges and the satisfaction of working with you as owners and your Board of Directors to improve on such a beautiful community and the services owners deserve. We hope you will be excited as well and that you will benefit from our fresh perspective. Should you have any questions, or if we may be of any assistance to you, please feel free to contact Amber, or either of us, at any time. Again, thank you for the opportunity to work with you.

Sincerely,



Della Miller, CMCA, AMS, PCAM  
Co-Owner



Russell Mitchell, CMCA, AMS, PCAM  
Co-Owner