

April 19, 2024

Dear Homeowner,

We are pleased to announce that, beginning on May 1, 2024, Associa- Principal Management Group of Houston (PMG) will be taking over the management for **Firethorne**. We consider this to be a partnership with the community and will work side by side with your Board of Directors to help carry out and guide the vision for the community. Part of this process is being responsible for handling the day-to-day business matters on behalf of the community.

PMG's team can be reached during office hours from 9:00 A.M. to 5:00 P.M. Monday through Friday. Our office is located at 4700 W. Sam Houston N., Ste 100, TX 77041. You may reach PMG's Customer Care team at 713-329-7100 or by emailing [houcustomercares@pmghouston.com](mailto:houcustomercares@pmghouston.com).

Your community also will continue to have on-site management personnel at the Association office in your community, located at 28128 N. Firethorne Rd., Katy 77494 during office hours from 9 A.M. to 5:00 P.M. Monday through Thursday and Friday 9 A.M to 4:00 P.M. Additionally the office is closed at 12:00 P.M-1:00 P.M. for lunch break. The phone number for the Association office will remain 281-693-0003. We also will provide email contact information for the on-site personnel after PMG officially takes over the management on May 1<sup>st</sup>. We expect that Kathleen Oakley will remain as one of your on-site representatives to ensure continuity and continued quality service for your community.

Your community is governed by a volunteer Board of Directors which meets monthly to discuss Association business. We encourage you to attend these meetings and to join one of the Association's committees or groups. The Board of Directors operates under various applicable laws as well as the guidelines outlined by your association's Governing Documents (CC&Rs, Bylaws, Rules, and resolutions), provided to you during the closing of your home. Please read these documents carefully as they contain important information on living in your community. We are happy to discuss these documents with you at any time.

Association assessments are calculated based on **Firethorne's** annual budget and governing documents. Association assessments for 2024 already have been issued and were due by January 31, 2024. Your assessment pays for the operations, amenities, insurance, and maintenance of your community. PMG provides several convenient ways in which you may pay these assessments: by check, by credit card online through the TownSq app, or by automatic deduction from your bank account. If you are interested in having future payments automatically deducted from your bank account, please include a voided check with the completed enclosed form (ACH Application). Please make checks payable to: **Firethorne**.

Please complete the enclosed contact information form and return it to our office via email at [houcustomercares@pmghouston.com](mailto:houcustomercares@pmghouston.com) at your earliest convenience. It is important that we maintain accurate contact information for all our homeowners and residents, so we may communicate Association business, timely information, and respond to emergencies effectively. Please complete this form even if you previously

completed a similar form with the prior management company to ensure we have complete and up-to-date records.

Contacting Principal Management Group of Houston

Your community will be serviced from one of our local offices and with on-site management personnel at the Association office in your community. Contact information for PMG's local office is:

houcustomercare@pmghouston.com

TownSq app: [www.townsq.io](http://www.townsq.io)

Hours: Monday to Friday, 9:00 a.m. to 5:00 p.m.

713-329-7100

Contact information for the Association's on-site personnel is:

Hours: Monday to Thursday, 9:00 a.m. to 5:00 pm. Friday 9:00 a.m. to 4:00 p.m.

281-693-0003

E-Mail Contact Information To Be Provided After May 1<sup>st</sup>

Emergency Service

In the event you experience an **emergency** after office hours, on weekends or on holidays, please call the Associa Principal Management Group of Houston at **713-329-7100** and follow the instructions to reach our emergency service. A member of our team will be contacted to assist you.

**Emergencies constitute physical property damage related to the association's common areas of responsibility or an event where the safety, health or welfare of the community is in jeopardy.**

TownSq App and Website

As part of our welcome, we also want to introduce you to TownSq, our user-friendly website and mobile app. It's designed to help you connect, collaborate and stay up-to-date on everything happening in your community. TownSq is available for FREE to your community and will allow you to:

- Pay online and manage your account
- Place a service request
- Access association forms and documents
- And more – any time on any device!

**\*\*\*To register as a first-time user, you will need to log in from a laptop/desktop computer at [www.townsq.io](http://www.townsq.io) using your PMG Account number and zip code. Please contact [houcustomercare@pmghouston.com](mailto:houcustomercare@pmghouston.com) if you need assistance with your account number.\*\*\***

Our Transition Team is working diligently with prior management and your Board of Directors to obtain information along with the Association's records to ensure the transition process is as seamless as possible. There are still some set-up items to be completed; however, more progress is occurring daily as we continue to receive additional information. If you have already mailed or submitted any electronic payments for

Association assessments to the Association's prior accounting firm, Canady and Canady, the payment will be forwarded to our office. If you have questions, feel free to contact our PMG Customer Care Team at 713-329-7100 or [houcustomercare@pmghouston.com](mailto:houcustomercare@pmghouston.com), or the Association office at 281-693-0003.

#### Service/Maintenance Requests

Please be aware that the Association is not responsible for maintenance issues within your individual home or on your property. When an issue is the responsibility of the Association, PMG offers the following options for reporting service or maintenance requests:

- 1) By telephone: 713-329-7100 or 281-693-0003
- 2) By E-mail: [houcustomercare@pmghouston.com](mailto:houcustomercare@pmghouston.com)
- 3) By visiting TownSq at [www.townsq.io](http://www.townsq.io)

**WHEN USING ANY OF THESE METHODS, ALWAYS INCLUDE YOUR NAME, HOME ADDRESS, E-MAIL ADDRESS, A DAYTIME CONTACT NUMBER, AND A DESCRIPTION OF THE CONCERN.**

#### Assessment Payment Options

Association assessments are calculated based on the annual budget and governing documents. Assessments pay for the operations, amenities, insurance and maintenance of the common area.

Please make checks payable to **Firethorne Community Association Inc.** and mail your payment to **Firethorne**, c/o Principal Management Group of Houston, P.O. Box 650822, Dallas, TX 75265-0822. Online payment options are available through TownSQ and processing fees will apply.

#### Additional Benefits to Homeowners

In addition to providing the highest level of association management to our homeowners, PMG provides unique benefits to members. Some of these benefits include:

##### *Online Account Access*

As a member of the Associa family, you may view your account online by visiting our web site at <https://app.townsq.io/login>. You can also make payments conveniently online!

##### *Modifications to your Home*

Before making external modifications to your home, an architectural application must be approved by the Association's all-resident Modifications Committee, and any required permits must be obtained. This includes, but is not limited to, fences, landscaping, roofs, and exterior door, shutter, and home painting. Please contact [houcustomercare@pmghouston.com](mailto:houcustomercare@pmghouston.com) for more information.

##### *Associa Advantage*

At no additional cost to you or to the Association, PMG offers significant savings on certain products and services by local and national retailers and service providers. Some of our partners include Best Buy, Lowes, and 1-800-Flowers, as well as Sherwin Williams Paint, COIT Cleaning, and New Pipes Plumbing. To access

these benefits, register for discount information at [www.associaadvantage.com](http://www.associaadvantage.com) with your PMG account number.

*Associa Supports Kids*

As the leader in community management, fostering children's safety and healthy living is our passion. Members with children living in PMG managed communities may be eligible to receive up to a \$250 donation to their children's sports team. Visit our website, [www.associasupportskids.com](http://www.associasupportskids.com) for more information.

Principal Management Group of Houston delivers unsurpassed management and lifestyle services to our communities and homeowners. Please feel free to call should you have any questions. We look forward to working with you, and welcome to our family!



John M. Miller, CMCA<sup>®</sup>, AMS<sup>®</sup>  
Associa Principal Management Group of Houston, AAMC, AMO  
Branch President