



SEACREST SOUTHWEST

1044 Castello Drive, Suite #206
Naples, Florida 34103-1900
(239) 261-3440

RE: Welcome to Seacrest Southwest

Dear Residents of **Vista Townhomes at Heritage Bay**:

We are thrilled to welcome you to the Seacrest Southwest family! As your new management team, we are dedicated to providing exceptional service and support for all your community needs.

Exciting Updates

You will soon receive a link to activate your AppFolio online portal. Once activated, you'll have the ability to **pay your dues online** with ease. For detailed instructions on accessing and using your new portal, please refer to the attached PDF. With this portal, you can easily make payments, view your account, access important documents, submit work orders, and more. You must set up your payment information in the AppFolio portal, whether for a one-time payment or recurring payments, as this is a new activation—even if you have previously filled out a form regarding payment.

Our responsibilities include managing common area maintenance, administration, accounting services, responding to and servicing owner inquiries, and enforcing the Rules & Regulations of your community, amongst other managerial duties. Additionally, Seacrest Southwest will assist your Board of Directors in the operation of the community and in maintaining compliance with Florida Statutes and your governing documents. For any inquiries regarding sales or leases, please contact our customer service team using the information provided below. Our Sales and Lease software, Tenant Evaluation, is currently being set up and will be implemented within the next 2-3 weeks. Additional information about this process will be provided to you shortly.

If you have any questions or violations to report, you can contact your property manager, **Barbara Canto**, via email at **bcanto@swpropmgt.com** or by phone during office hours at 239-261-3440 Ext. 152. Seacrest Southwest office is open Monday through Friday 8:00 a.m.– 5:00 p.m. We are located at 1044 Castello Drive, Suite #206, Naples, Florida 34103. You may reach us by contacting

Customer Service at (239) 261-3440, which is answered 24 hours a day, seven days a week. For after-hour emergencies, contact the after-hours hotline at (239) 261-3440.

Important Information Attached to this E-Mail:

- **Payment Instructions:** Detailed instructions on how to access and use your new online portal are included in the attached PDF.
- **“Owner Information Update” Form:**
 - **As a reminder, if you haven’t already submitted this form, please send it to our office at your earliest convenience.** This will ensure that we have your most current contact information. Please make sure to include your preferred mailing address. Send the completed form via email to csr@swpropmgt.com or mail to the address at the top of the form.
- **Customer Service Flyer:** This flyer explains how our customer service team can assist with various tasks through the AppFolio online portal, as well as provide support for general inquiries and account updates. You'll find all the information you need to get help and easily manage your requests.
- **AppFolio Online Portal Flyer:** This flyer gives an overview of the AppFolio online portal's features.

For more information about our company and the services we offer, please visit our website at www.swpropmgt.com. You will find a link to the AppFolio online portal, and an activation email will be sent to you separately. After activation, you can log in to your AppFolio online portal through our website or download the mobile app.

We are excited to officially begin our partnership with the residents of **Vista Townhomes at Heritage Bay**. If you have any questions or need assistance moving forward, please feel free to reach out to your property manager or our customer service team. We're here to support you and ensure a smooth experience.

Thank you for being a valued resident, and we look forward to serving you!

Best regards,

Bryan Fowler

Bryan Fowler, President
Seacrest Southwest