

The Villas at Snowden Overlook Condominium II  
c/o WPM Real Estate Management  
11433 Cronridge Drive \* Owings Mills, MD 21117  
Office: 443-796-7400 \* Fax: 443-796-7188

Dear The Villas at Snowden Overlook Condominium II Homeowners:

Congratulations on the purchase of your new residence at The Villas at Snowden Overlook Condominium II. WPM Real Estate Management is the managing agent for your Association. As your managing agent, we have the responsibility of the day-to-day operations of the Association and the maintenance of its common elements.

We would like to take this opportunity to make sure that you have received, as required by law, a Resale Package from the seller of your Unit. The information provided in a Resale Package is of the utmost importance to you. If, by chance, you have not received this information, we suggest that you contact either the seller directly or the Real Estate Agent responsible for the purchase of your new home.

Our responsibility to The Villas at Snowden Overlook Condominium II also includes collection of Association fees. Your fees are due monthly. Payment coupons have been ordered and will arrive under separate cover. In addition, please find enclosed information regarding the option to have your assessment fees electronically transferred. Electronic Fund Transfer (EFT) is a wonderful alternative to writing and mailing a check. This payment option is a faster and more cost effective way to pay your fees. We do not charge for this service and hope that you will take advantage of this payment option. If you would like to sign up for the Electronic Fund Transfer program, complete and return the enclosed authorization form with the requested information. Please allow ample time for your account information to be received and processed. Should you have any questions regarding the Electronic Fund Transfer program, please contact Tracey Kobett in the accounting department at (443)-796-7400 ext. 7431.

Since emergencies can occur at any time, it is important that we have your contact information on file. Please complete the Emergency Contact Information form that is included in this mailing and return it to our office by mail or fax. If you are away, it is helpful to have the name and number of a contact person who can make a decision on your behalf regarding authorization of a repair. This information is for emergency use only, and is never shared with any outside party.

Our after-hours Emergency Number, (443) 796-7192, is answered by a service, which contacts the on-call service technician. We are equipped to make repairs on behalf of the Association as well as individual unit owners. If you wish to have work performed that is out of the scope of responsibility of the Association, Hailey, our Service Coordinator, will be happy to discuss your needs, and can bid on your work or direct you to other resources. She can be reached at 443-796-7400, ext. 7416.

We have also enclosed a brief listing of frequently asked questions that we hope will assist you with some concerns that may arise. As the Community Association Manager, I am available at 443-796-7394 or by e-mail at [plall@wpmlc.com](mailto:plall@wpmlc.com) or you can contact my assistant, Eliane Muniz at 443-796-7378 or by email at [emuniz@wpmlc.com](mailto:emuniz@wpmlc.com).

We invite you to view our website at [www.wpmlc.com](http://www.wpmlc.com) for an overview of our company. Please feel free to call upon me with any questions or concerns.

Sincerely,

WPM Real Estate Management  
Patricia Lall, CMCA®, AMS®  
Community Association Manager