

Dear Homeowner:

June 15, 2020

On behalf of **Del Mar Highlands Neighborhood Homeowners' Association** Board of Directors, we would like to take this opportunity to announce that Seabreeze Management Company, Inc. will assume responsibility for the day to day management of your community effective July 1st, 2020.

We are delighted to have the privilege to work with each one of you as we service your community. As of July 1st, 2020, all calls concerning **Del Mar Highlands Neighborhood Homeowners' Association** should be referred to your new Seabreeze support team:

Customer Service: (800) 232-7517, Option (1)
Escrow Department: (800) 232-7517, Option (2)
After Hours Emergencies: (800) 232-7517
VP Community Management: Cindy Collins – Cindy.Collins@Seabreezemgmt.com of 858-863-2198

For your convenience, we have **24-hour coverage** to handle any after hours and weekend emergency calls. Please direct all **after hours and weekend emergencies** to **(800) 232-7517**.

Payments: A new Seabreeze account number has been assigned to all owners; your new account number will be located on the top right of your July billing statement that will be sent in the second half of June. Customer Service can answer questions regarding your account.

- 1) **Checks** – May be sent payable to **Del Mar Highlands Neighborhood HOA, c/o Union Bank, P.O. Box 513880, Los Angeles, CA, 90051-3880**. Please write your account number on your check in the memo section. Please do not remit current coupon from prior management.
- 2) **Direct Withdrawal – (ACH)** Free of charge. If your monthly assessments were automatically withdrawn by prior management, that process has been discontinued. For July monthly assessments, please mail a check to the address above. You will receive Auto Direct Debit instructions and an enrollment form from Seabreeze with your billing statement and you can enroll for future payments. You must pay for July assessments with a check. Your prior ACH or ClickPay arrangement with prior management will be discontinued.
- 3) **Bank Online Bill Pay** – Please reach out to your Bank and update the mailing address to: **Del Mar Highlands Neighborhood HOA c/o Union Bank P.O. Box 513880, Los Angeles, CA, 90051-3880**. YOU MUST ALSO CHANGE THE ACCOUNT NUMBER ASSOCIATED WITH THIS PAYMENT TO YOUR NEW SEABREEZE ACCOUNT NUMBER.
- 4) **Credit Card** – Place a call to Seabreeze Customer Service Team at (800) 232-7517, option (1). Please note that a service fee will be assessed at the time of the transaction to process a credit card payment.

Our goal is to assist your community under the direction of your Board of Directors in creating the best living experience possible, as well as maintaining property values consistently. Your Community Manager will be conducting regular inspections of the property to ensure quality service is performed, proper maintenance of common areas is achieved, and rule enforcement and architectural control is consistent.

Our company is dedicated to providing you with professional full-service property management that prides itself on a personal approach to each member of your community. We look forward to working with you. Should you have any questions, please feel free to contact us. You may access our website at www.Seabreezemgmt.com for more information regarding our company.

Sincerely,



Isaiah Henry, CCAM
CEO

Seabreeze Management Company, Inc.

Bay Area | Coachella Valley | Inland Empire | Las Vegas
Los Angeles | Orange County | San Diego

