



JOHN P. CARROLL CO., INC.

MANAGING TO EXCEL

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January 16, 2012

To All Homeowners
Kimberley North Improvement Association
West Bloomfield, MI 48322

RE: Notice of New Management Company

Dear Homeowner,

We are pleased to announce that the **John P. Carroll Company, Inc. will be the new Management Company for Kimberley North Improvement Association effective January 1, 2012.** John P. Carroll Co. is a well established Association Management Firm that has been serving communities throughout southeast Michigan since 1978. In that time we have developed and streamlined procedures to make Association living as easy and as stress-free as possible. I trust that the information provided in this package will give you the basics of how to communicate with our company, as well as your Board of Directors. If you have a question, our staff of management professionals will provide additional information in a prompt and friendly manner to “fill in the gaps”.

Our responsibilities include management of the administrative, financial, and maintenance programs. We will be responsible for supervising all contractors who work in Kimberley North. **Please note, ALL payments and general correspondence concerning your subdivision (complaints, questions, concerns, inquiries, etc.) should be directed to our office starting January 1, 2012.**

Listed below are answers to some of the most commonly asked questions we receive:

How Do I Make My Annual Association Payments?

Your Annual Association Fee continues to be due on the first of April and is late after the 10th. In a future mailing you will receive your annual billing statement, as well as, a pre-addressed payment envelope. To make your payment, simply mail your check in the pre-addressed envelope. Please remember to make your checks payable to Kimberley North Improvement Association.

Who Makes The Decisions of the Association?

Decisions regarding the affairs of the Association are made by the Board of Directors and administered by the Management Company. The Board of Directors is comprised of homeowners who are elected each year at the Association’s Annual Meeting.

How Can I have Input In To The Association?

Your voice in the community will ultimately be established through the Homeowner Board of Directors, but your input is always valuable to us. We welcome and appreciate your comments and suggestions. The easiest way to “let us know what you’re thinking” is to include a note with your Annual Association payment or email us at the address above. While we can’t always immediately respond to your suggestions, we do always like to hear them.

Kindly Complete the Enclosed Homeowner Information Request Form

In an attempt to make certain our records are current, we are asking all homeowners to complete the attached Homeowner Information Request Form and mail it back with your next Association payment. It is important that we have accurate information on file in order to properly service your account.

We at the John P. Carroll Co. appreciate the opportunity to serve the residents of Kimberley North. Should you have any questions or concerns, please do not hesitate to contact us.

Very truly yours,



Heather O'Rourke

JOHN P. CARROLL CO., INC.

Managing Agent for Kimberley North Improvement Association

ENCLOSURE

- Homeowner Information Request Form