



PREFERRED MANAGEMENT SERVICES

An Accredited Association Management Company

Dear Property Owner,

Due to Coronavirus, and for the safety of our team, the office of Preferred Management Services is currently closed to walk in guests. During this time, we have done everything possible to keep open lines of communication with our homeowners and clients. We have set up the following options for you to communicate with your Association and, our team.

1) If you need to make a payment you may use the following options:

- Online using the Association's website www.ghehoa.com then click the communities tab. Credit/debit cards and Echeck options are available.
- Mail in your payment using the coupon on your statement.
- Mail to PO Box 690269, Houston, TX 77269.
*All payments should be made out in the name of your Association with your account number or property address on your check or money order.

We encourage you to use the online payment option.

2) If you have an accounting question, please email accounting@preferredmgt.com.

3) If you have a deed restriction question or, need to request a gate access remote, please email communitycompliance@preferredmgt.com.

4) If you would like to submit a home improvement request form you may use the following methods

- Email to accreview@preferredmgt.com
- Mail to PO Box 690269, Houston, TX 77269
- Fax (do not fax color applications) 281-897-8838

If your Association requires a deposit for certain projects please use the USPS (mail) method to assure the application is complete upon receipt and processing. The Association's do not meet to review applications. All applications are reviewed online and no interim decisions are given. Once a decision is made by your Association we will mail a letter to you with the information for your files. Please remember that no work may begin until you have received approval from your Association. *For the benefit of the property owner, Preferred Management Services does not speak with any contractor about the review process or any required modifications. You will need to speak with your contractor directly upon receipt of your approval/denial by your Association.

We know and understand that these are difficult times for many of our homeowners. Our team is going through it too but, we are here to help you. If you receive communication from your Association and have a question or need additional time please reach out to us so that we can work together to find a solution. If we don't know, we can't help. Please use the options above to communicate with us. Additional communication options to reach your community manager or to use fillable online forms may



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be found on your Association's website/mobile app. You may locate your Association by going to www.ghehoa.com . Responses may be delayed so please allow up to 24 business hours for someone to reply to you.

Please encourage your neighbors to register for the Association's website if they haven't already. As we receive information regarding your community or any of the services that are provided, we will send that information via the website.

We appreciate your patience and understanding during this difficult time.

Stay well....

The Preferred Management Services Team