

**TIARA AT THE ABBEY
HOMEOWNER ASSOCIATION**
c/o Ernst Management Services
PO Box 515027, St. Louis, MO 63151

September 14, 2024

Dear Tiara at the Abbey Homeowner:

As previously communicated, a new management company has been selected to support the Tiara at the Abbey community. Ernst Management Services is honored to have been selected to provide community association management services effective August 1, 2024. With over 35 years of combined management experience, Ernst is ready and eager to provide Tiara at the Abbey with the highest standard of service.

Ernst Management Services is a community association management company that will assist with the day-to-day operations of Tiara at the Abbey. Effective immediately, Ernst serves as the main point of contact regarding all issues within the Association, along with ensuring financial and budget compliance. Ernst will field requests or inquiries and work closely with and take direction from the Tiara Board of Directors in managing the Association.

Part of this management responsibility is the collection of the annual assessment for Tiara at the Abbey. Remittance of any assessments due is necessary to meet the financial obligations for the association. As a reminder, annual assessments were due July 1, 2024. For clarity, the 2024 assessment amount is \$195. The Trustees apologize for any previous inadvertent confusion regarding the 2024 assessment amount. Since there was conflicting information concerning the amount due for this assessment, any interest or late fees for the 2024 assessment will be waived for any delinquent payments paid and received before October 1, 2024. For those homeowners who may have assessment amounts outstanding for periods prior to 2024, the delinquent payment and applicable late fees should be submitted to Ernst Management Company at your earliest convenience. To be clear, all delinquent payments should be mailed to **Ernst Management Company** (*not City & Village*).

For those homeowners who paid any other amount (e.g., \$275 rather \$195), refunds will be processed by Ernst Management Services, or you may choose to apply the amount to a future assessment. That said, there were a few refunds issued by City & Village before the end of July. For those homeowners who have paid the 2024 assessment, your prompt payment is appreciated.

For those wishing to pay any outstanding assessments, an ACH form is enclosed that makes remittance of payments easier. Just fill out the form in its entirety and return to Ernst. You can scan and email, or if you do not have internet access, just take a picture and text to one of our numbers below.

Ernst Management Services
PO Box 515027
St Louis, MO 63151
(Please forward all communication and payments to this address)

Renee Ernst, Community Manager
Renee@ernstmanagementservices.com
314-221-4380

Crista Hanrahan, Assistant Community Manager
Crista@ernstmanagementservices.com
314-717-4671

If you have a comment and/or concern regarding your account with Tiara at the Abbey, you can contact the Ernst office via phone or email.

The 2024 annual HOA meeting that was prematurely halted in April 2024 has been rescheduled for October 12, 2024, at 10:00 a.m. at Pevley City Hall. The Trustees are looking into streaming the meeting to increase participation and ensure inclusion and transparency. Please find enclosed the 2024 annual meeting agenda, an accounting of expenses through July 31, 2024, and the 2024 summary proposed budget. Please note the inclusion of a 2024 special assessment in the amount of \$45 that is required to build up and maintain a reasonable reserve for contingencies and to ensure timely expense payment until 2025 assessments are collected. We will discuss the assessment at the October meeting and look forward to payment by November 15, 2024.

Ernst looks forward to this new endeavor and being the direct link between you and your Board of Directors, working with the Trustees to maintain the investment you have made. The Board of Directors appreciates your continued support as we work together with Ernst and you for positive changes in the best interest and value of our community. Additionally, the Board of Directors appreciates your patience as we have worked through the transition and prepared to move our community association forward.

Best Regards,

The Tiara Board of Directors & Ernst Management Services