



Bradford Park Homeowners Association

Professionally Managed by Goodwin & Company

Our Mission: To enhance the value of the communities where we live and work.

January 11, 2022

Round Rock, TX 78664

RE: Bradford Park (Round Rock) Management Change - Your NEW ACCOUNT NUMBER is

Dear Property Owner:

We are pleased to announce that the Board of Directors of the Bradford Park Homeowners Association recently appointed Goodwin & Company as its new managing agent effective January 1, 2022. We are grateful for the opportunity to serve your community and look forward to meeting you soon.

As your managing agent, we will be providing your Association with a comprehensive management program to support the operation of your community. Our services include site visits to ensure the aesthetic appearance of the property is maintained, oversight of vendors, financial management, collection of association assessments, and supporting your volunteer Board of Directors in carrying out the objectives of the community. We are also excited to introduce online tools designed to foster better communication for all.

Joe Gaines, your new Community Manager, will serve as your primary point of contact for community related matters. Joe can be reached by email at ABFPmanager@goodwintx.com and by phone at 512-502-2118 (Office). For your convenience, we will also be introducing TownSq ("Town Square"), our online and mobile application, which offers a variety of helpful tools and resources to enhance communication amongst community members and our management team.

2022 ASSESSMENTS: Enclosed is a statement from which to pay your January 2022 dues. *Please disregard the statement if you have already made payment for your January 2022 dues.*

ACCOUNT BALANCE/CREDIT: Any balance or credit on your account with prior management will carry over to Goodwin. Balance or credit information for each account should be received by the end of January. Any owner with a prepaid credit or past due balance will receive a statement in February reflecting this balance.

PAYMENT INSTRUCTIONS: For your convenience, we offer several ways to pay your association dues. Payment instructions are enclosed for your review.

BILL PAYMENT SERVICES: If you use a bill payment service that automatically makes payments for you, please change the name of the payee and the address for payment to the PO Box address listed in the enclosed payment instructions. We apologize, but your service will not allow us to make the change for you.

Enclosed is a list of frequently asked questions to aid in answering your questions. Please do not hesitate to reach us should you have any questions. We sincerely appreciate the opportunity to serve your community.

Sincerely,

The Goodwin & Company Team



Frequently Asked Questions

Regarding the Transition to Goodwin & Company

Who can I reach for help?

We have a team of industry professionals standing by to assist you. Here are the various ways you can reach us:

- ✓ Customer Service Team: Available Monday-Friday, 8:00 AM-6:00 PM.
855-289-6007 or info@goodwintx.com. Live Chat is available on our website at www.goodwintx.com.
- ✓ Joe Gaines, Community Manager: By phone at 512-502-2118 (Office). Via email ABFPmanager@goodwintx.com.
- ✓ Compliance Team: Covenant violation related inquiries can be directed to compliance@goodwintx.com.
- ✓ TownSq App: Submit a request via our web and mobile application.

I already sent my payment to the previous management company; will I get credit for my payment?

Of course! We will have access to all incoming payments, regardless of whether they were sent to prior management. Please allow up to 45 days for this payment to be posted to your account.

Have my maintenance fees changed? Has the due date for payments changed?

No, the amount of your association dues, \$170.00 and the due date(s) for payment remain the same.

How can I pay my association fees?

For your convenience, we offer several payment options:

Option 1: Mail-In Your Payment to the following address:

ABFP – BRADFORD PARK HOA
c/o Goodwin Processing Center
PO Box 93447
Las Vegas, NV 89193-3447

YOUR NEW ACCOUNT NUMBER IS:

Option 2: TownSq website (www.townsq.io) or mobile application. Your account balance is also available by accessing your TownSq account.

From the web:

- Login to TownSq at <https://app.townsq.io/login>
- From the top of your home page feed, select the account you'd like to make a payment on.
- Click "make a payment" to choose from a menu of options including pay your open balance, set up a recurring payment or make a one-time custom payment.

From the TownSq App:

- From the top of your mobile feed, choose the account you'd like to make a payment on.
- Click "make a payment" to choose from a menu of options including pay your open balance, set up a recurring payment or make a one-time custom payment.

TownSq offers both ACH and debit/credit card payment options. When making credit card payments online, there is a \$1.50 convenience fee plus 3.5% of the total payment amount. This fee is based on your assessment. When making a payment via e-check, there is a \$1.50 convenience fee.

Option 3: Bank Bill Pay Service - If you use a bill payment service that automatically makes payments for you, please change the name of the payee and the address for payment to the PO Box address referenced above. You will need to note your account number () and association code (**ABFP**) in the memo section of your check.



Frequently Asked Questions

Regarding the Transition to Goodwin & Company

I have prepaid my assessments in advance for the year. Will Goodwin know that I have paid in advance?

Absolutely, there's no need to worry. Your balance will carry forward and you can verify your account balance using TownSq at www.TownSq.io. Please allow up to 30 days for the balance forward to reflect on your account.

What is TownSq?

TownSq is an all-in-one mobile app designed to help you connect, collaborate and stay up to date with your community – any time on any device. TownSq streamlines operations for board members and simplifies community living for homeowners. With TownSq you can:

- ✓ Easily communicate with neighbors, community managers, and board members
- ✓ Manage your account and pay online
- ✓ Get up-to-date community news and events
- ✓ Request and review status of service inquiries
- ✓ Participate in community polls
- ✓ Access community forms and documents
- ✓ And more...

How do I register for TownSq?

Registering for TownSq is fast and easy. Follow the steps below to get started:

- Please confirm the email address that we have on file is correct
- Visit <https://app.townsq.io/ais/sign-up>
- Enter your Account Number (), property billing zip code (), and last name as it appears in our system ()
- Provide your email address and create a password
- (NOTE: You will need to register using the website, you are not able to register using the app. Safari and google Chrome are both supported)

I tried logging into TownSq using the instructions that were sent to me, but my account information isn't reflecting there yet. How can I access this information?

If this information isn't already available, please check back after the 15th of the month to allow time for updating.

How can I update my contact information?

Contact our customer service team at 855-289-6007 or info@goodwintx.com. Live Chat is available on our website at www.goodwintx.com.

I recently submitted an architectural modification request for the committee's review. Do I need to do anything further at this time?

You should not have to take any additional action. If you have not received a reply to your request within 30 days of the submission date, please contact your Community Manager to check the status of your application.

Where can I keep up to date on information related to the association?

In addition to the TownSq application previously referenced, we have also established a new community website. To access your community website, go to www.goodwintx.com and enter your community name in the upper right-hand corner, select the association name and click the magnifying glass; your community website will open in a new window.



Billing Statement

For use in paying your January 2022 dues.



FOLD ON LINE, DETACH COUPON, AND RETURN IT WITH YOUR PAYMENT

Date Paid:

Check #:

Make checks payable to your association
Detach and return this portion with your remittance

Bradford Park Homeowners Association
c/o Goodwin Processing Center
PO Box 93447
Las Vegas, NV 89193-3447

Account Number:	Payment Due By:
Amount Due:	Amount Enclosed:
\$170.00	

Property:
Round Rock, TX

In accordance with the rules of the National Automated Clearing House, information from the check sent with this payment may be used to create an electronic debit to your account. The electronic debit on your statement is valid as proof of payment.

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