

COMMUNITY ASSOCIATION MANAGEMENT BY OMEGA PROPERTY MANAGEMENT

PROCEDURES INFORMATION

I. PROFESSIONAL MANAGEMENT:

As managing agent for the Association, Omega Property Management acts on behalf of the Board of Directors by implementing the policies and operational directives of the Board. Omega also acts as advisor to the Board and draws upon its expertise, experience and professional associations in this regard. As a result, the Board has at its disposal the information it requires to make its decisions, and to properly fulfill its legal obligation to maintain the financial well-being of the Association.

In order to ensure proper communication and authority, Omega can accept instructions from only the duly authorized members of the Board of Directors.

II. ONLINE ACCOUNT MANAGEMENT & ACCESS TO ASSOCIATION RECORDS:

At https://frontsteps.cloud/caliberweb2_Omega/default.aspx you are able to access important Association documents and forms as well as view your account balance, make assessment payments, check work orders, and manage your payment and communication preferences through our website. All you need to create your account is your account number, 1234000801, and an email address.

III. ASSESSMENTS:

About five days prior to your next assessment date, each homeowner will receive a statement of account showing the assessment due for the coming period. The statement will also show credits to your account, late charges or any special assessments, etc. If you do not receive your statement, you may still mail in your check, simply reference the proper account number on the check so that we may properly credit your account.

Statements are emailed at no charge to the Association to Homeowners who opt-in to electronic delivery, **if you do not opt-in to receive statements electronically you will be charged \$2.00 for each statement and the association may assess mailing costs for other notices as well.**

IV. ASSESSMENT PAYMENT OPTIONS:

Many homeowners at associations opt in for the convenience of paying their assessment electronically. This is a voluntary program offered at no cost to the homeowner. Additional information and a sign-up form are enclosed for your review or may be completed online at <https://omega-mgt.com/forms>.

Checks should be made payable to the Association and mailed to:
Inspiration Community Association
PO Box 33765
Detroit, MI 48232-3765

V. COMMUNICATION OPTIONS:

Your Association offers two communication options for Association correspondence, such as billing statements and general notices. Homeowners can either receive these items using standard mail service via the US Postal Service or electronically via email. Please be sure to review the information we have on file as noted in the cover letter and update your preference. All Homeowners with an email address on file will receive communications electronically unless we hear otherwise.

Please note that if you do not opt-in for electronic communications you will receive a \$2.00 fee for each mailed statement and your Association may assess the costs of mailing other items. Please take a moment to make sure you are opted in to receive certain communications electronically.

VI. ASSOCIATION MAINTENANCE:

Your calls and emails alerting us to maintenance problems and other concerns are always welcome. Routine matters can be reported to service@omega-mgt.com or 763.449.9100 during our normal business hours, which are 8:00 A.M. to 5:00 P.M., Monday through Friday.

If an emergency arises outside of normal business hours, our 24-hour emergency number, 952.936.4030, should be used. Please give your name, telephone number, address, the name of the person you wish to reach and the nature of the emergency to the operator and you will be contacted as quickly as possible. Again, this number is strictly for after-hours emergency situations.

Our voice mail system is also available around the clock for your convenience. However, this should not be used to deliver emergency calls, as after-hours voice mail messages are not listened to until the next business day.

VII. UNIT MAINTENANCE:

Each homeowner is responsible for the maintenance and upkeep of the interior of their Home/Unit. Neither Omega Property Management nor the Association is obligated to repair or arrange for repairs of items within the individual Home/Unit. The only exception would be in the event of a casualty loss covered by the Associations Master Insurance Policy.

VIII. INSURANCE CLAIMS:

If your Home/Unit has suffered damages which may be covered under the Association's Master Policy, please notify us immediately. We will assist in the claim investigation and policy

review and as Agent for the Association we will submit any insured claims in excess of the deductible amount to the insurance carrier

IX. RESALE OR REFINANCING OF YOUR HOME:

Inform your real estate agent or lender that Omega Property Management is the managing agent for the Association. They should contact this office to request any documentation regarding the sale or refinance of your home.



YOUR OMEGA PROPERTY MANAGEMENT TEAM

A screenshot of the Omega Property Management TeamHeadquarters Support Portal login page. The page features the Omega logo at the top left, followed by the text "TeamHeadquarters Support Portal". Below this are two input fields for "User Name" and "Password", a "Remember me" checkbox, and a blue "Login" button. At the bottom, there is a small text block providing instructions for users who do not have a Caliber login yet, including a link to create an account and contact information for assistance.

The THQ Customer Support Portal URL is: <https://omega.entry.com> and is available to use 24/7. To login to the support portal, use your existing Caliber login and password.

The system will prompt you to select the area of support needed. We have created 4 major categories to help funnel the ticket faster to the right person on our end:

1. Maintenance Request
2. Accounting Request
3. Architectural Request
4. General Request

We can also be reached via our support email: service@omega-mgt.com or our support phone number 763-449-9100. Support requests made via email will be automatically routed into THQ.

Our Customer Support Line phone options will allow you to select the following options:

Option 1- Customer Service

Option 2- Accounting Inquiries

Option 3-Maintenance Inquiries

For an after-hours emergency please contact our 24-hour emergency number: 952.936.4030.

We hope you find this information helpful.

Omega Property Management