



**RE: Bella Collina Property Owners Association, Inc.**

Dear Bella Collina homeowner(s):

I am excited to announce that the Board of Directors for the Bella Collina community has engaged Aegis Community Management Solutions to manage the day-to-day and strategic affairs of the community. Effective July 1, Aegis will be your resource for any matter relating to the Association and is eager to help you in any way possible. Please consider the following information as this transition occurs.

**Communication**

Aegis believes that the cornerstone of success for any community is effective communication. To that end, Aegis maintains an amenity-rich website, produces periodic newsletters, issues special bulletins, and solicits member opinion on a regular basis. All Aegis team members will continue to possess mobile e-mail devices and, as a matter of corporate policy, every team member will endeavor to return all phone messages in a timely manner. Please remember to keep your contact information current, including your e-mail address, at all times to help Aegis communicate with you effectively. Our physical address and contact information follows:

**Bella Collina Property Owners Association, Inc.  
Aegis Community Management Solutions  
8390 Championsgate Blvd Suite 304  
Championsgate, Florida 33896  
Phone: 863-967-8560  
Fax: 888-848-2845  
Website: [www.aegiscms.com](http://www.aegiscms.com)  
Email: [requests@aegiscms.com](mailto:requests@aegiscms.com)**

**Website**

Aegis maintains a convenient and secure website where owners may submit requests or questions, update mailing addresses and other contact information, view and reply to member surveys, view and download community specific forms and documents including budgets, minutes, and newsletters, as well as a ever growing host of other convenient and time-saving services. Owners can also pay their dues and submit maintenance requests in real time. Located at [www.aegiscms.com](http://www.aegiscms.com), this secure site is your 24-hour-a-day resource for many matters relating to the community. **Within the next 30 days, you will receive your unique user ID and password to access the Aegis website.** You can be confident that Aegis will never distribute your contact information for any other purposes that those concerning the affairs of the Association.

**Payment Options**

Aegis offers a variety of payment options for the maintenance assessment including Automated Clearinghouse payments (free), e-checks (free), and credit card (transaction fee applies). Logon [www.aegiscms.com](http://www.aegiscms.com) for more information regarding these valuable services. **If you make regular payments of the assessment, please redirect those payments to the address above. If you are currently enrolled in the ACH program, the debits for the first assessment will be debited as usual, except that the transaction will be completed by the 15<sup>th</sup> of the month.**

**2009 Budget**

Due to the management changes within the Ginn organization and the renegotiation of the existing contracts, the 2009 budget has only recently been approved and promulgated. While the extended delay was unfortunate, the resulting budget and assessment have been significantly reduced. Please find the attached copy of the approved 2009 budget. The Board recognizes the burden that the delay in billing has caused and has revised the payment due dates as follows.

<b>Normal Due Date</b>	<b>Revised Due Date</b>
January 1	Upon Receipt
April 1	August 1
July 1	October 1
October 1	December 1

The attached budget reflects each budget line item for 2009 and a column reflecting the budget items for the previous year. There have been reductions in many budget items including grounds maintenance, management fees, landscape maintenance, and technology fees. Please see the notes included on the attached budget for additional information.

If you are not currently enrolled in the Automatic Clearinghouse Program and wish to take advantage of this free and convenient payment method, please logon to [www.aegiscms.com](http://www.aegiscms.com) to submit the appropriate application. Once enrolled, this program will automatically deduct the appropriate payment from the bank account you designate, saving you from the need to mail checks, avoiding inadvertent late fees, and keeping you in good standing at all times.

**Administrative Policies**

It is critical to remember that the Aegis management agreement does not supplant the authority which rests with the Board. Rather, our role is one of implementation and execution. With that in mind, we have begun developing standing operating policies for matters relating to collection of the assessments, rules enforcement, and maintenance standards. While these policies seek to allow for all reasonable accommodations whenever possible, they will serve as the operating template for the community. Over the next 60 days, these policies will be posted at [www.aegiscms.com](http://www.aegiscms.com) and we encourage you to familiarize yourself with their contents.

Bella Collina is a special community that is full of potential. It is the collective mission of Aegis to undertake every measure within our authority to ensure that the Association is operated with the greatest respect for its members and for the resources which each commits. Personally, I have been deeply humbled by your positive comments and support over the years and I am confident that the best for Bella Collina lies ahead. On behalf of myself and the other Aegis team members, we are truly eager to be a part of its future.

Sincerely,



David L. Burman, AMS® PCAM®  
President