

October, 29, 2019

Dear Homeowner,

Onyx Realty appreciates the opportunity we have been given by your Board of Directors to be your property manager. We hope that this letter answers many of the questions you may have about the role of your association and Onyx Realty as your new property management contractor. Onyx Realty was hired to assist in the day to day operations of the association, which allows the Board of Directors to focus on the “big picture” for the community.

As you know, all homeowners at Heritage Lakes have a set of common goals for the community. These goals are primarily to ensure the upkeep and maintenance of community common areas and the enforcement of the various covenants and restrictions. The Homeowners Association is focused on the fulfillment of these goals. Our work benefits the homeowners within the community by:

- Ensuring that all properties are in compliance with the deed restrictions and bylaws
- Preserving and maintaining the property and improvements

Onyx Realty is responsible for a variety of property management and other support functions, including:

- The collection of dues and assessments from homeowners
- The financial bookkeeping functions, such as collecting dues, paying bills, preparing monthly reports to account for all income and expenses, and monitoring actual financial activity to budgeted projections
- Assist with architectural review requests and approval process
- Monitor compliance with the Bylaws and manage violations

We are excited to be a part of the community, and look forward to working with you to make your community great. If you have any questions, concern or comments, please feel free to contact me at any time.

Sincerely,

A handwritten signature in black ink, appearing to read 'Doug Davis', is written over a light gray rectangular background.

Doug Davis
Onyx Realty
614-856-3770

DDavis@OnyxRealty.Net

ONLINE OWNER PORTAL

To further assist homeowners who reside in the communities we manage, we implemented a secure and user-friendly owners' portal. This portal can be accessed through our website at www.OnyxRealty.net and is intended to provide you with the following features:

- Account Information, Balance and Online Payment option. (a small fee is charged for online payment)
- Document Library, including Governing Documents
- Additional functionality will be added over time.

In order to create your Login ID and Password for eUnify, you will need the following information:

Street Address Numbers (remember the numbers only):

AccountId _____

Insert your personal e-mail address

For further assistance with the registration process, please refer to **Owner Portal Initial Registration Instructions**".

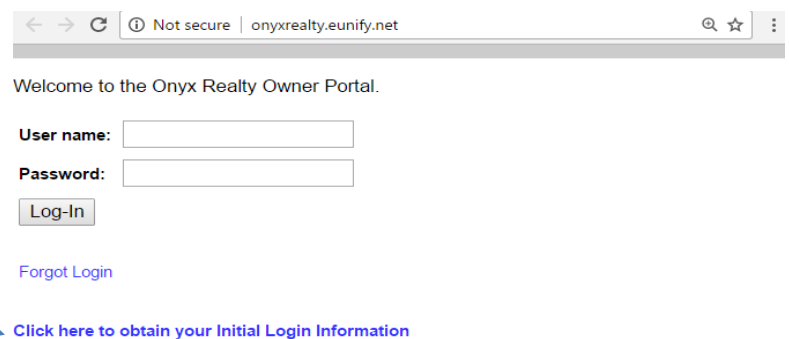
Owner Portal Initial Registration Instructions

1. Go to www.OnyxRealty.net

2. Once on the website, click on the link inside of the blue square
“Click Here to Login to Owners Portal”

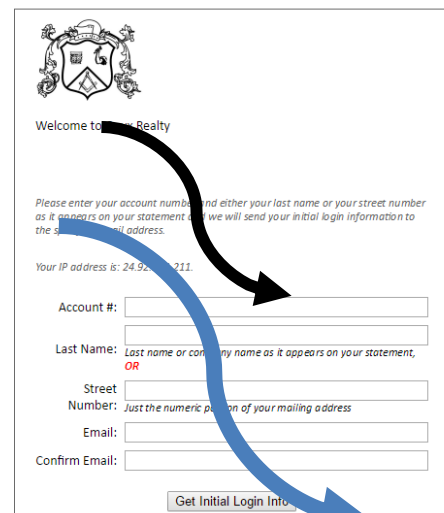


3. Once you click the link, this pop-up window will open for you to log in. If you already have a user name and password, you can enter it here. If you have not already registered, you will need to click the link at the bottom of the screen “Click here to obtain you Initial Login Information.”



4. This link will redirect you to this page. To obtain your initial login you will need to input your 7 digit account ID number (provided by Onyx Realty), the numbers of your street address or your last name (as it appears on your statements), and your e-mail address. Once completed, click the “Get initial login info” button at the bottom of the page

5. Once you click the get initial login info button, you will receive an e-mail from Welcome@eunify.com with your log



in information and instructions on how to log in. Remember to check your spam folder on your e-mail.

If you need further assistance, please feel free to contact your Community Manager
<https://www.onyxrealty.net/contact-us> or by telephone (614) 856-3770)

