

# Villas Metropolitan District

March 18, 2026

Dear Owner(s):

After considerable examination of the many operational and management needs of the Villas Metropolitan District, we are pleased to announce that we have selected Westwind Management Group, LLC to assume management responsibilities of our community effective April 1, 2026.

## ASSOCIATION PAYMENT INFORMATION

### **What about my next payment?**

Assessments will continue to be (monthly) in the amount of \$ 125.00.

No late charges will be assessed for April and May during this transition. A return envelope is enclosed for your April and May payments. A coupon book will be mailed to you in May for June-December payments. If you prefer not to receive a Coupon book, please send an email to: [coupon@westwindmanagement.com](mailto:coupon@westwindmanagement.com) and include your name and address to opt out. **Please make checks payable to Villas Metropolitan District and include your address in the memo line.**

We anticipate you will be able to sign up for automatic payments as early as May 1, 2026 (depending on timing of receipt of information from prior management). Once homeowners are able to sign up for Automatic Payments, we will send an email to those members with an email on file. At that time, you will also be able to access your account and review the balance (if any) received from previous management. **Please be aware that prior management has been instructed to stop any owner ACH payments as of April 1, 2026.**

### **What if I pay my association assessments through a “bill pay” service or my bank?**

If your Association payments are made via a bill pay service through a third party or your bank, *this does not transfer to our new Management Company automatically*, so you will need to contact your bill pay service directly to arrange for the address change to send payments to:

Villas Metropolitan District  
c/o Westwind Management Group  
P.O. Box 95854  
Las Vegas NV 89193-5854

### **What if I already sent my payment to the prior management company?**

Don't worry! Any payments made to prior management will either be forwarded to Westwind or will be applied to your ledger by the prior management company before they turn over our records.

Please note that payments forwarded to Westwind by previous management, or which are received on or before April 1, 2026 will be processed as soon as possible. *However, payments will not be able to be processed until appropriate records are received from prior management and all owner beginning balances have been entered.* It is estimated that payments will be initially processed by May 1<sup>st</sup>.

## OWNER PROFILE

So, management may serve you more efficiently, please complete the *New Owner Profile Form* online at [www.westwindmanagement.com](http://www.westwindmanagement.com) under Homeowner Resources, or you may use the enclosed Form and return it to the management office via mail [27 Inverness Drive East, Englewood CO 80112], or email [info@westwindmanagement.com](mailto:info@westwindmanagement.com) or by fax to 303.369.0007.

## ASSOCIATION DOCUMENTS/REAL ESTATE TRANSACTIONS

## **What if I have a home sale upcoming or need documents during this transitional period?**

If you anticipate that you will need a status letter or questionnaire for a real estate transaction (sale of home, refinance, etc.) or any Association Documents in the next 30 days, please contact your realtor or title company representative to advise them of this change, so they can take appropriate action to secure those documents from prior management in advance of the transition date April 1, 2026.

Within 30 – 45 days after management contract start date April 1, 2026, we anticipate a complete association document package to be available through Westwind's service partner, Condo Certs.

### OWNER PORTAL / WEB ACCESS

#### **How do I get access to the owner portal, documents and my account information?**

It is important to note that it can take up to 30 days from the contract start date to receive records from prior management. After Westwind has all of our information, it may take up to an additional 30 days to verify and enter, and / or upload everything for our website. This process will move along as quickly as possible, but if you find you need something in the meantime, just reach out to the community email or phone number below and a team member will be glad to assist you personally. Westwind will notify us via email once the portal is operational. Once you are able to access your account, you may then verify your account balance (if any) by viewing your account. *Please be sure to include your email address(es) when you submit your owner profile information so you will receive this and other important communications.*

### MANAGEMENT COMPANY INFORMATION

The main telephone number for Westwind Management Group is 303.369.1800. If you have an emergency after business hours, please follow the voice prompts to reach their twenty-four-hour answering service. Please notify the answering service that it is an emergency, and they will respond appropriately. Non-emergency calls will be returned the next business day. The website is [www.westwindmanagement.com](http://www.westwindmanagement.com) and the main fax number is 303.369.0007.

Westwind Management offers a unique and thorough onboarding process for new clients, utilizing a dedicated leadership level transition team. The client onboarding process takes up to 90 days, at which point they will then have our long-term client experience team assigned and will advise you of the updated contact information at that time. The Transition / Onboarding Manager is Janelle Mauch, Director of Management Services. Our Administrative Professional in the transition is Liana Way, Director of Administrative Services and handling our account setup needs is Bethany Zwegardt, Accounting Specialist.

**Our Association has been provided with a dedicated email and direct phone number exclusively for our owners and residents to use to contact the management company:**

**Email: [VillasMetro@westwindmanagement.com](mailto:VillasMetro@westwindmanagement.com)**

**Phone: 720-756-3178**

We look forward to an exciting future for our community!

Sincerely,

**Board of Directors**

**Villas Metropolitan District**

Enclosures