



August 25, 2025

Dear Heritage Wake Forest Two Owners:

CAS, Inc. (Community Association Services, Inc.) has been employed by your Board of Directors to be your new HOA property management company to provide professional management services to Heritage Wake Forest Two Association beginning September 1, 2025. CAS is a 45-year-old company that specializes in the management of condominium, townhome, commercial, and homeowner associations. CAS, Inc. presently provides professional management services to over 250 associations. We invite you to learn more about CAS, by visiting our website at www.casnc.com.

Your Board of Directors is still responsible for and maintains control of the association. CAS will be working at the direction of the Board of Directors and will handle the normal business activities of your association.

We are confident that this change will enhance the services provided to our community. The transition process is a critical period that requires the transfer of all association records, financial documents, and operational procedures.

To ensure a smooth and accurate transfer of information, we are requesting homeowners put a hold on any "new" ARC applications, any open applications will be expedited as soon as the transition is complete and the committee has all required information from the homeowner to move forward. We appreciate your patience and cooperation during this transition and are committed to making this a seamless process. We will notify you as soon as the architectural review process re-opens using the new online portal www.frontsteps.com.

If you have any questions or need assistance with your account, please feel free to contact our customer service department 910-295-3791 Ext 2. All after-hours emergency calls are answered by a CAS employee and can be reached at 910-295-3791 Ext. 3 when the office is closed.

Your new community manager will be Bonnie Garner, her email address is bonnie@casnc.com and her contact phone number is 910-295-3791 Ext. 1210.

We anticipate a successful relationship with your community and look forward to working with you.

Sincerely,

Amy Damone, CMCA
President, CAS, Inc.