



WHO DO I CONTACT AT ELITE?

Address Changes & Collections

Pam Albright, *collections manager*

pamalbright@elite-mgmt.com

Auto-draft Setup/Management

Lori VanDine

lorivandine@elite-mgmt.com

ARC Submissions, Residential Work Orders, Community Portal Registration, Violations, and Pool/Gate Fobs

Marquina Lucas, *assistant community manager*

marquinalucas@elite-mgmt.com

Common Area Work Orders or Concerns, Vendors, Violations, Legal, & Board Relations

Jessica C. Merritt, CMCA, AMS, *community manager*

jessicamerritt@elite-mgmt.com

OTHER CONTACTS

Realtors, Closing Attorneys, Mortgage Providers, and Appraisers

Please visit www.homewisedocs.com to obtain information such as a statement of unpaid assessments or a lender or appraiser questionnaire.

Invoices

Please submit to Eliteinvoices@payableslockbox.com

Vendor Packages

Wendy Barefoot, *accounting department*

wendybarefoot@elite-mgmt.com

(See next page.)

ADDITIONAL INFORMATION

Residential Portal: Please remember, your community's governing documents, including ARC guidelines, financial reports, board meeting minutes, and much more can be found by logging into your resident portal. To search for your community, please visit our website www.elite-mgmt.com and enter the first 3 letters of your association in the middle of the homepage, you will then be directed to your community's page.

If you are reporting a violation: Your e-mail will be forwarded to our Inspection Team. Please be sure you have included in your e-mail the date and time of the violation, a clear picture of what you are reporting. If reporting multiple property violations, please ensure your pictures are labeled. If a violation has been resolved, please send a picture as proof and your account will be adjusted accordingly.

If you received a violation in error: Please know that we are all human and the mistake was not intention. Please send us an e-mail and let us know. We will either close the violation or mark it *Verify* for the next inspection.