



Dear Hickory Ridge Homeowners,

April 23, 2009

Effective May 1, 2009 your Board of Directors have hired Cedar Property Management as your new property management company. Thank you for giving our Company the opportunity to earn your business. Cedar Property Management specializes in Condominium & Homeowner Association management. Larry Cedar is the CEO/Owner of the company and will also be your Property Manager. Larry formed Cedar Property Mgmt. in 2005 and had been working as a past partner with Kare Condominium Management from 2000-2005. He has been managing Homeowners Associations in NE Ohio, since 2000.

We currently service 15 Associations in Summit, Portage & Cuyahoga Counties, including four other Associations in close proximity to Hickory Ridge HOA. Our new Company is "big enough to earn respect and maintain relationships with local Vendors & Contractors, but small enough to treat each Association with a Personal Level of Service."

Larry Cedar is the Owner / CEO of Cedar Property Management and a member of Community Association Institute (CAI) and the local Northern Chapter of CAI (NEOCAI). He is involved in ongoing education in community management through this membership and through attendance in quarterly seminars and correspondence with Kaman & Cusimano and Ott & Associates, NE Ohio Association Attorneys.

Melanie Post is our Administrative Assistant. She brings 8 years of professional office supervision to our company. Melanie is truly an asset as she answers many of your Owners phone calls personally. Melanie is very pleasant on the phone and is a "problem-solver" she routinely takes care of many of the Owner requests by facilitating Work Orders to the various contractors or vendors, while assuring your Owners that "we will get that taken care of for you". Melanie is a true asset to our Company and her positive telephone personality will brighten up your day!

Debra Doshak is our Bookkeeper. She has 26 years of management and accounting experience, including many years in small business administration and has past experience as a Treasurer with the corporation(s) she has worked for. She has also spent the past 8 years as a licensed real estate agent. Debra has lived in NE Ohio her entire life and has been a condo-dweller the past 28 years, in Stow. She is very aware of the challenges that Boards face when running the business of a Homeowners' Association, her past experience as a Treasurer will help the Board keep an eye on the budget and the bottom line and her 28 years of experience living in a condo is valuable from the "Owners" point of view.

Cedar Property Management is the "working arm" of the Associations we manage, we are guided by the decisions of your Board of Directors and we help them manage the "day-to-day" business of the Association. We want to be treated as part of the Association's TEAM. Our goals are the same as yours, to maintain the property to help increase property values and to make your Association the best it can be!

CEDAR PROPERTY MANAGEMENT

PO BOX 2616 STOW OH 44224

Akron 330-474-1181 ☎ W. Akron 330-598-0134 ☎ Cleveland 440-201-6070 ☎ Fax 330-474-1192

✉ HRHOA@cedarpm.com ✉ www.cedarpm.com ✉

We operate as team management and strive to treat all of the Owners, as we would expect to be treated, with professionalism, courtesy and respect. COMMUNICATION is the key; we follow up both verbally, by returning phone calls, and through written correspondence and emails. We are very much a "hands on" Management Company and we communicate frequently with your Board of Directors and your Owners. We understand that Owners just want to be "kept in the loop" when projects are planned or are underway and we realize the importance of communication and a simple follow-up phone call.

We look forward to meeting and getting to know the Owners at Hickory Ridge HOA over the next few months. Please do not hesitate to call our office if you have any questions, or if we can be of help.

Owners in the Hickory Ridge HOA are asked to use the following phone number(s) and addresses when communicating with Cedar Property Mgt.:

Akron phone # (330) 474-1181 Cleveland phone # (440) 201-6070
Emergency After-hours # (330) 256-8995 (please use ONLY for true emergencies)

Mailing Address for Payments and correspondence:

**Hickory Ridge HOA
C/o Cedar Property Mgt.
P.O. Box 2616
Stow, OH 44224-6616**

Email is an excellent way to communicate with our office. We have created a custom email account just for the Owners at Hickory Ridge HOA and your email address is:

HRHOA@cedarpm.com

When using email please put the abbreviation "HRHOA" in the Subject line of the email along with your ADDRESS and a brief description of what the email is regarding (This helps our office sort all of our incoming email into unique folders and keeps the important email separate from the spam email)

For example: HRHOA – 9387 – account balance

*****IMPORTANT INFO: MAIL YOUR MAY PAYMENT TO CEDAR PM*****

Beginning next month, in May 2009, Young's Property Mgt. will no longer be managing the property and will no longer be keeping your books or records. Please mail your monthly maintenance fees to Cedar Property Mgt. We have provided eight (8) return envelopes for Cedar Property Mgt. so that you can mail payments for the remainder of 2009 to our PO Box.

Please make checks payable to "Hickory Ridge HOA"
(Do not make them payable to Cedar Property Management)

Lastly, IMPORTANT INFO, if you are one of the Owners who is using your bank's "check-free" banking or "bill payment service" then you will need to notify your bank ASAP to send the payments to the Cedar Property Mgt. PO Box address. ***Make sure you instruct the bank to make the check payable to "Hickory Ridge HOA" (and not to Cedar Property Mgt)***

Again, THANK YOU for giving us the opportunity to earn your business, we look forward to a long-standing relationship with your Association.

Sincerely, Larry Cedar, CEO / President

Cedar Property Management, LLC

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