

310 Pearl Avenue  
Sarasota, FL 34243



Phone 941-358-3366  
Fax 941-360-8417

February 13, 2024

To: The Unit Owners of Heritage Pines Condominium Association, Inc.  
From: DellCor Management  
Re: Introduction Letter

Dear Unit Owner,

We are pleased to announce that DellCor Management has been selected to manage the Heritage Pines Condominium Association, Inc. effective February 1, 2024.

DellCor Management would like to introduce ourselves. Our job is to assist your Board of Directors and work with association members to maintain your property values and ensure that your community will always be a very desirable place to live. DellCor Management is family-owned and has been in business for 25+ years. We are fully staffed, including four licensed Community Association Managers. We offer comprehensive management and accounting services and we have a dedicated conference room with the Zoom Meeting platform, utilizing the Meeting Owl Conference Camera technology for hosting meetings.

Our office is located north of the Sarasota-Bradenton Airport and just east of US 41 at 310 Pearl Avenue. Our regular business hours are Monday through Friday, 9:00 a.m. to 5:00 p.m. We also have managers on call 24 hours to handle emergency situations.

February and into March will be a transition period as we assume management services, during which we want to provide a seamless experience. We understand the majority of February payments were processed through Sunshine Managed and those payments will be transferred to us. Please mail your March payments directly to our office at the address provided in this letter. We assure you our Accounting Department will work diligently to validate the merging of this year's records to accurately reflect your payment history.

Your existing community website: [www.heritagepinesbradenton.com](http://www.heritagepinesbradenton.com) is privately owned and maintained by a unit owner. We are excited to announce that DellCor offers a new community, secured, owner-only access website at [www.residentcenter.com](http://www.residentcenter.com). This custom Heritage Pines Owner's Portal gives you 24-hour access to view your payment history online and make your monthly maintenance payments, submit service requests directly from your mobile device or computer and track their status, access important association documents, and much more. Please create an account on the portal as outlined below (contact Jess Truman at [jess@dellcor.com](mailto:jess@dellcor.com) or 941-358-3366 if you need assistance).

If you have not already received a password and instructions, please visit the home page at [www.residentcenter.com](http://www.residentcenter.com) and once there:

1. Enter your name and email address
2. Click on "Create account"
3. Check your email from [donotreply@managebuilding.com](mailto:donotreply@managebuilding.com) for instructions to complete your account (click on "Continue Registration" in the email)
4. Enter a password in the "New password" field and in the "Confirm new password" field (the password must be the same in both fields)
5. Click on "Change password"
6. Click on "Sign in"
7. Click on the box to confirm you have read and accept the Terms of Service
8. Click on "Continue to Resident Center"
9. Click on "Check out the Resident Center"

A new bank account has been established for Heritage Pines at Centennial Bank. It's encouraged and preferable that you sign up for automatic payments through the Resident Center Owner's Portal.

Alternately, you may complete and return Section 2 on the enclosed Automatic Payment/Coupon Form with a voided check to enroll in automatic payments. **If you prefer to receive a coupon book to send payments by mail to the Centennial Bank Lockbox, please indicate this in Section 3 of this form (please also complete your contact information without banking details in Section 2) and return it by email to [jess@dellcor.com](mailto:jess@dellcor.com) (see below if you prefer to return it by fax or mail).**

We ask that you please submit all association-related questions, concerns, maintenance requests, or suggestions through the online portal. Our general contact information is below:

**Heritage Pines Condominium Association  
c/o DellCor Management, Inc.  
310 Pearl Avenue  
Sarasota, Florida 34243  
Phone: 941-358-3366      Fax: 941-360-8417  
Email: [donna@dellcor.com](mailto:donna@dellcor.com)  
Owner's Portal: [www.residentcenter.com](http://www.residentcenter.com)**

Please complete the enclosed Contact Information Sheet to ensure we have the most current and accurate information directly from you. The information you send us will be kept private and accessible only by DellCor staff and the Board. **For your convenience we have provided you with a postage paid, self-addressed, stamped envelope in which to return your March payment, the contact form and the Automatic Payment/Coupon Form.**

DellCor Management is committed to providing exceptional service to every unit owner and all residents living in the community. On behalf of the entire DellCor Management team, we look forward to working with you.

Sincerely,

*Daniel J. Dell'Armi, Jr.*

Daniel J. Dell'Armi Jr., C.A.M.  
President, DellCor Management

Enclosures

# DellCor Management, Inc.

## Automatic Payment/Coupon Preference



### SECTION 1

DellCor Management's goal is to provide you with outstanding service. Our use of Buildium Property Management Software, which offers an Owner's Portal tailored to your Association, is a great tool for all owners. **Please create an account at [WWW.RESIDENTCENTER.COM](http://WWW.RESIDENTCENTER.COM)** for account access, maintenance requests, documents, and more.

**We encourage you to sign up for automatic payments using the Buildium Owner's Portal.** You may enroll to have your Association payment made automatically from your checking or savings account from any U.S. financial institution. We are unable to accept authorizations for accounts located outside of the United States.

**To enroll - CREATE AN ACCOUNT AT [WWW.RESIDENTCENTER.COM](http://WWW.RESIDENTCENTER.COM) to make payments or setup autopay.** Or complete the authorization form below and submit with a voided check. You may email, fax, or mail the form as follows:

**Email Form:** [jess@dellcor.com](mailto:jess@dellcor.com) **Fax Form:** 941-360-8417

**Mail Form:** DellCor Management, Attention: Jess Truman, 310 Pearl Avenue, Sarasota, FL 34243

**DellCor must receive the form and voided check by the 25th of the month for the next debit month.**

#### Automatic Payment Terms and Conditions:

- You are enrolling in Automatic Payment to authorize recurring payments through electronic funds transfers by ACH debit entries.
- When your payment is due, your account is debited automatically on the 1st of the month. If the 1st is on a weekend or holiday, your account is debited the next business day.**

Paper authorizations must be received by the 25th of the month to be effective for the next debit month. If the 25th falls on a weekend or holiday, the deadline is the last business day prior to the 25th. This Authorization will remain in effect until DellCor receives written notice from you or your Association to cancel or change it. You hereby authorize DellCor to accept changes in amounts or account information or cancellation of this Authorization from the Association. Notice from you must be in writing and emailed, faxed or mailed as outlined above. Notice must be received by DellCor on or before the 25th of the month to be effective for the next debit date. When the 25th of the month falls on a weekend or holiday, the deadline is the last business day prior to the 25th. All payments initiated for debit are subject to acceptance by the designated financial institution.

**Keep top section for your records**

### SECTION 2 - ENROLL IN AUTOMATIC PAYMENT\*

Return bottom section

Check this box if you prefer to enroll in autopay. Complete Section 2 and return with a voided check.

Association or Community Name Heritage Pines Condominium Association Unit No. \_\_\_\_\_

Owner Name \_\_\_\_\_ Phone \_\_\_\_\_

Property Address \_\_\_\_\_

Mailing Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Bank Name \_\_\_\_\_ Bank Routing No. \_\_\_\_\_

Checking  Savings  Account No. \_\_\_\_\_ Check box if account to debit is a business account.

By signing this authorization, you agree to the following: 1) I have read and agree to the Terms and Conditions provided and 2) I am authorized to initiate transactions on the account provided. I authorize a) the above named Association to debit/credit the account to process my association payments b) DellCor to initiate electronic funds transfers by ACH debit/credit entries to the account for the purpose of processing those payments and c) the financial institution to withdraw payments from my account.

SIGNED \_\_\_\_\_ DATE \_\_\_\_\_

Email \_\_\_\_\_ Effective Month for ACH to start \_\_\_\_\_

### SECTION 3 - REQUEST COUPONS TO PAY BY CHECK

Check this box if you prefer to receive a coupon book to send payments by mail. Please provide your contact information in Section 2 above. Do **NOT** include banking information, voided check, or effective month if you prefer to pay with a check.

\*If you need assistance enrolling in Autopay, email [jess@dellcor.com](mailto:jess@dellcor.com) or call Jess Truman at 941-358-3366

HERITAGE PINES CONDOMINIUM ASSOCIATION, INC.  
CONTACT INFORMATION

---

Name(s) of Owners \_\_\_\_\_

Property Street Address \_\_\_\_\_ Unit No. \_\_\_\_\_

Mailing Street Address \_\_\_\_\_

Mailing City \_\_\_\_\_ Mailing State \_\_\_\_\_ Mailing ZIP Code \_\_\_\_\_

Landline # \_\_\_\_\_ Cell # \_\_\_\_\_ Other # \_\_\_\_\_

E-Mail address 1) \_\_\_\_\_ E-Mail address 2) \_\_\_\_\_

**EMERGENCY CONTACT INFO**

Emergency Contact Name(s) \_\_\_\_\_

Landline # \_\_\_\_\_ Cell # \_\_\_\_\_ Other # \_\_\_\_\_

E-Mail address 1) \_\_\_\_\_ E-Mail address 2) \_\_\_\_\_

---

Please complete, sign and email the form to [jess@dellcor.com](mailto:jess@dellcor.com) or return it to:

**JESSICA TRUMAN  
C/O DELLCOR MANAGEMENT  
310 PEARL AVENUE  
SARASOTA, FLORIDA 34243  
941-358-3366**

The information on this form is confidential and is intended only for the DellCor Management, Inc. staff and Heritage Pines Condominium, Association, Inc.'s Board Members