



February 16, 2022

Dear The Heritage of Buckingham Unit Owner:

It is with great pleasure that we are writing to inform you that we have been selected to serve as the management company of The Heritage of Buckingham, Inc. effective March 1, 2022.

Our office is open from 8:00 a.m. – 5:00 p.m., Monday through Friday. The following phone number, 860-404-3311 is for the sole use of The Heritage of Buckingham, Inc. and is a local call from the community. Please follow the prompts to access the department that you are seeking. In the event of an emergency, help can also be reached at any time, day, or night, through the use of this same phone number by pressing option 4.

Checks should be made payable to “The Heritage of Buckingham.” Please include your unit number on the check. You will be receiving coupons shortly. Please send in one of the new coupons along with your check each month. The mailing address for payments only is Imagineers, L.L.C., P.O. Box 120023, Stamford, CT 06912-0023. *To avoid any confusion, please dispose of the coupon booklets provided previously by the prior management. Please be reminded that your common fee payment is due on the 1st of the month.* If you wish to sign up for automatic direct debit of your common fee payments, we have enclosed the necessary paperwork to be submitted to the accounting department. Payments received after the 7th of each month are subject to a \$35 late fee and \$10 statement charges. Due to the change in management, late fees will not be imposed during the month March.

We have enclosed a Unit Owner Information Sheet that requests information about you and your unit. The information that you provide will be used to update the Association’s files and assist us, especially should an emergency arise. Please note that e-mail addresses will be used solely for association business and will not be given to anyone else for any other purpose. Please be sure to provide us with your email address so we may send you a welcome invitation to access your account and community information online on the web portal being created for your community. All correspondence to us or to your Board of Directors should be sent to The Heritage of Buckingham., c/o Imagineers, LLC, 635 Farmington Avenue, Hartford, Connecticut 06105. Please do not include any correspondence with your common charges, as small notes may get misplaced in transition from the bank to our office. We have also enclosed a Service Request Form to bring to our attention any maintenance issues in the *common areas*. These forms may be returned to our Hartford office.

We are proud to be associated with The Heritage of Buckingham. and look forward to serving your community.

Sincerely,

Jon Gosnell
Property Manager

Enclosures: Unit Owner Information Sheet
Service Request Form
Direct Debit Application Form