

Dear Owner/Resident at Pinewood Village:

We at Moseley Associates have been working on ways to better serve the needs of owners and residents at Pinewood Village to ensure that all maintenance issues or other questions are taken care of as expeditiously as possible and to your complete satisfaction.

To that end, the easiest and best ways to contact the Moseley office in regards to maintenance issues – either in your own unit or on the property, or questions about your account are as follows:

- For all general, non-emergency maintenance issues during regular business hours, please call the office at **(802)-296-2600** or email maintenance@moseleyassociates.net for any maintenance issues inside your unit.
- For all **emergency** maintenance issues please call the office directly at: **(802)-296-2600**. We have a 24 hour/7 day a week answering service available outside of regular office hours ready to take your call. The service will then contact the on-call maintenance person to take care of your maintenance emergency. **This applies to the hours of 4:30 pm - 8:00 am Monday-Friday, and 24 hours a day on weekends and holidays.** In the event of a Catastrophic occurrence i.e. Fire, Flood, etc. Moseley is to be called immediately to assess and contain the damage but will not be responsible for the remediation of the issue unless specifically retained by the association or the owner (depending on where the fault lies)
- During regular office hours – **8:00 am to 4:30 pm Monday through Friday**, all questions concerning account information, resale requests, condominium questionnaires and requests for other documents or answers to general questions, please call the office directly at **(802)-296-2600** or email info@moseleyassociates.net and someone will get back to you as quickly as possible.
- Should you wish to speak with your new Property Manager directly, please feel free to contact Amber Ricard-Pittman at Amber@moseleyassociates.net and she will do our best to address any issue you might have.

Thank you for your cooperation. Should you have any questions, please do not hesitate to call our office at 802-296-2600.

Sincerely,

The Team at Moseley Associates. Ltd.