

Notification from: Fairfield at Long Neck Fairfield
Date 10/31/24

As indicated at the Spring meeting, Patti Shaw informed the Board of Directors of her intention to retire at the end of her contract this year. We would like to recognize and thank Patti for her guidance and commitment to Fairfield over the last 16+ years. On behalf of the Board of Directors and fellow neighbors, we hope that you will join us in celebrating Patti as she adventures into her next chapter in retirement.

After completing an extensive search for a replacement Property Manager, including private managers, in-house managers, and local property management firms, the Board is happy to share that we are officially under agreement with Tidewater Property Management. Tidewater has spent a considerable amount of time at Fairfield, walking the property and in-person with board members to ensure that we are best positioned to support the needs of Fairfield and owners in the years to come. Tidewater stood out from other Property Managers we interviewed because of their transparent pricing, positive testimonials from existing association clients, and industry connections and expertise. Our property manager is Julie Smith, who you will have an opportunity to meet at the Fall meeting.

Highlights of the transition:

- Online payment portal should be available by end of year
- Ability for owners to access a mobile app to review payments, see statements, and submit for RFR (requests for repairs) and AAR (architecture alteration requests)
- Ability to maintain our own contractors, while leveraging additional resources and discounts that the Property Management company may have sourced
- Over annualized 20% savings in top-line expense

What you need to know:

Support:

- Going forward, **Julie Smith will be our dedicated property manager**. Please call 302-260-9595 ext. 176, or email Julie at jsmith@tidewaterproperty.com with any questions or concerns that were previously handled by Patti Shaw. After normal business hours and on weekends, you will be connected to our after-hours emergency answering service. Julie will send an email introducing herself tomorrow.

HOA Payments:

- **No changes to your payment information at this time.** Please send your 2024 payments to Link Bank, PO Box 66, Dagsboro DE 19939, as we work through transitioning accounts to the new bank partner who will take over in 2025. Please settle all past due payments by year-end to avoid accounts being turned over to outside collection. Payments to Link Bank should only be made thru December 2024. More information will be provided once our new bank account is set up for use for January 2025.

Background on Tidewater Property Management

- Don Gentry, a Community Association Manager since 2006, joined Tidewater in 2018 and is now the Regional Director of the Delmarva division.
- Julie Smith, our dedicated property manager, has 25 years' experience supporting condominium associations.
- Fairfield at Longneck will be managed by the Tidewater branch located at 20375 John J. Williams Highway, Lewes, DE 19958
- Learn more about the services Tidewater provides here: [Property Management & Real Estate Sales in MD | Learn More \(tidewaterproperty.com\)](#)

Please know that it is our commitment to make this transition as smooth as possible. We ask for your patience and grace as we navigate the next few months. Soon we will share updated payment instructions and provide step by step details for registering and accessing the online portal. Look forward to taking the next step together!!

Fairfield HOA