



South Keys Landing
C/O iCondo Property Management
48 Colonnade Rd, Suite A311
Ottawa ON, K2E 7J6

Exciting Property Management Announcement & Important Contact Information Changes

Dear Owners/Residents of South Keys Landing,

We would like to take this opportunity to provide an update to all Owners/Residents regarding changes to our Property Management team. Effective, **January 1, 2023**, PMA Realty Consulting has been acquired by iCondo Property Management.

Please note Noreen Harris will remain as your Property Manager and you can expect the same level of customer service that your Homeowners Association has become accustomed to. Effective immediately, you can reach her directly at 613-688-1407 ext. 111 or via e-mail at noreen@icondo.ca.

Additional helpful contact information:

Contacting
iCondo Property
Management

Office #: 613-688-1407

Email: skl@icondo.ca

Afterhours #: 613-688-1407 Option #4

Address: 48 Colonnade Road, Suite A311, Ottawa, ON, K2E 7J6

The Committee is committed to working closely with Ms. Harris and the iCondo Property Management team to minimize any disruptions in service.

Regards,

Michelle Compton, RCM

President

iCondo Property Management Inc.

michelle@icondopropertymanagement.ca

Frequently Asked Questions and Answers

Information Sheet

Who do Owners contact if they have a problem?

Property Owners will continue to contact Norean Harris, however she can now be reached at iCondo Property Management:

iCondo Property Management
48 Colonnade Rd, Suite A311
Ottawa ON, K2E 7J6
Phone: 613-688-1407
Emergency After Hours: 613-688-1407, Option 4
Email: skl@icondo.ca

What are my options for paying my monthly fees?

Owners can pay their monthly fees by cheque, money order or bank draft. Please note that we **DO NOT accept cash**, debit, credit card or e-transfer for association fee payments.

Will Owners need to provide new cheques for association fees in response to this change?

Deposits are held in the Homeowners Association's bank account, not an account held by the property management company. There will be no immediate changes required. Any further instructions on possible changes to payment of monthly fees will be communicated to owners directly from iCondo Property Management.

Where do owners send cheques for association fees?

Cheques should be made payable to **South Keys Landing** and sent to:

South Keys Landing
c/o iCondo Property Management
48 Colonnade Rd, Suite A311
Ottawa ON, K2E 7J6

What do I need to do if my Unit is scheduled to sell?

If your unit is scheduled to sell, we ask that you ensure that your lawyer is notified of the Management change. Your lawyer will need to relay this information to the purchaser's lawyer, so that they know where to request an estoppel certificate and who to send the sale confirmation to upon closing.