

January 16, 2019

TO: White Bluff Property Owners
FROM: Your Board of Directors
RE: New Management Companies

The Board has authorized President Leonard Critcher to sign new management contracts with Arcis Golf and Associa. Arcis Golf will provide management services for the golf courses, pro shops, restaurants, lodging, the marina and other amenities. Associa will provide management services inclusive of collection of maintenance fees, POA disbursements, financial records, compliance, and real estate matters.

The unique nature of White Bluff dictated a unique approach to securing effective and proven management services. The Board interviewed several management companies and eventually was presented with a distinctive, hybrid approach, merging the talents of two separate providers.

Arcis is an industry leader in managing resort amenities with incredible expertise in establishing quality resort offerings, profitability of amenities and market expansion. Associa is an industry leader in the financial aspects of a POA. Our property owners will experience greater community communication through Associa's proprietary web-based software, Town Square.

The transition from FirstService Residential to our new companies will take approximately sixty days, during which time you will be kept up to date. **All property owners should go ahead and pay their maintenance fees to FSR.** All maintenance fees paid to FSR will be transferred to Associa and proper credits recorded.

The Board wishes to extend our gratitude to FSR for going above and beyond during the very difficult transition away from Double Diamond Management. Because of the acquisition of amenities, our needs have changed dramatically, and FSR simply does not have the necessary resources to assist us in managing a resort.