

April 1, 2019

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

It's official! Our two new management companies have completed the transition from FirstService Residential (FSR) to Arcis Golf and Associa Principal Management. Arcis and Associa will each have distinct roles as we collectively move White Bluff forward to becoming a premier property.

Arcis manages over 65 golf resort entities and will be overseeing all of White Bluff's amenities- our two golf courses, pro shops, restaurants and lodging.

Associa will be managing all matters pertaining to the POA.

A new management structure will yield greater efficiency and yield superior results. White Bluff will operate with an Amenities Manager and an Association Manager.

The Amenities Manager will have a strong background in golf operations, dining and lodging and the business acumen to maximize customer satisfaction while simultaneously maximizing revenue to the association.

The Association Manager will manage the numerous functions of our association including the maintenance of POA properties, collection of maintenance fees, collection of delinquencies, re-sale certificates, security, compliance and interacting positively with our property owners.

All POA "employees" will be employed by Arcis as of April 1<sup>st</sup>. All PTO and vacation accrued under FSR through March 31<sup>st</sup> will be rolled over to the new benefit package resulting in no loss of accrued benefits

An announcement will be made shortly about the hiring of our new Association Manager, who will take over that role on May 1<sup>st</sup>.

Arcis has been very active in screening over 100 candidates for the positions of Amenities Manager and Food and Beverage Manager and have made recommendations to the Board for both positions. Interviews with the Board have been scheduled.

The Board greatly appreciates the efforts of former General Manager Duane Dauphin. Duane led our office staff through a most tumultuous transition from Double Diamond to FSR. We wish him only very best in his future endeavors.

We are indeed excited about the course we have charted for our resort. It has been a mammoth task, and we are pleased to have two outstanding partners help guide us through the next chapters in making White Bluff Great Again!