



Dear Black Bear Falls Homeowner:

We would like to take this opportunity to welcome you to HOA Management Group. Our company has been retained by your Board of Directors to assist you with all the administrative needs of your Homeowners Association. We currently manage several beautiful developments in the Sevier County area, and it is our goal to conduct the business of your HOA efficiently and accurately. We will work hard to meet and exceed the standards of each owner at Black Bear Falls. Our company is family owned and operated; therefore, you can rest assured that each owner will be treated with professional courtesy and respect when dealing with any issue or concern that you may have.

Our office is in the Historic District of downtown Sevierville. Our address is 520 Grace Avenue, Sevierville, TN, 37862 and the operating office hours are Monday - Friday from 9 AM - 5 PM. Owners are welcome to review all information regarding Black Bear Falls, and we kindly ask that you contact our office to make an appointment to do so. Should you need a copy of your governing documents, please contact our office and we will be happy to email you a copy.

Please add billing@hoagrouptn.com to your email contacts to ensure delivery of your invoices. When making your next HOA assessment payment, please make the check payable to: **Black Bear Falls HOA. Please be sure to write your property address on the memo line of the check. This will allow us to accurately post payments.**

Mail your payments to our office address:

Black Bear Falls HOA
c/o HOA Management Group
520 Grace Avenue
Sevierville, Tennessee 37862

The HOA assessment for Black Bear Falls is billed quarterly. These fees are due the first of each quarter (January 1st, April 1st, July 1st, October 1st), and this payment schedule does not change. The water fees are based on water meter readings and invoiced quarterly with a 2-week due date. There is an option to pay fees online, with additional fees should you prefer to use this payment method. If you would like to set up your HOA assessment to be automatically drafted from your bank account, please contact your financial institution to initiate this payment method, and have your property address on hand, as this will be the account number for them to use. Also, it is our recommendation that the bank draft be scheduled at least 10 days prior to the due date of your HOA assessment.

Failure to receive a bill does not relieve your obligation to pay.

HOA Management Group, Inc.
520 Grace Ave
Sevierville, TN 37862
Office (865) 286-916 Fax (865) 286-9170
Office@hoagrouptn.com



There is a website for Black Bear Falls HOA that contains useful and important information: **blackbearfallshoa.com**. If you have not already been set up to access the website, please contact our office staff so that we can get you set up.

Each cabin in Black Bear Falls resort has been issued two (2) pool passes. These passes must stay with the cabin when an owner sells their unit. Owners are charged pool pass fees for any replacements.

CONTACTING OUR OFFICE

Most correspondence from our office will be through email, as this gives us a paper trail for documentation purposes. Please add the following email addresses to your address book, so you may receive correspondence from our office without delay:

billing@hoagrouptn.com - Please do not reply/respond to this email, as this email is not monitored. Your concerns will not be received by a staff member.

office@hoagrouptn.com - This email is for general information, or for owners that need assistance with property questions. This is also the email used to send owners property updates.

cassandra@hoagrouptn.com - **Cassandra Slingerland/Accounts Receivable Manager** - This email is for owners that need assistance with their account(s). Cassandra will be able to assist owners with invoice questions, payments, and account history. **865-286-9168 (general)**

leslie@hoagrouptn.com - **Leslie Russell/Accounts Payable Manager** - This email is mainly used by vendors. Leslie will be able to assist vendors regarding accounts payable and receive direction from Board Members regarding invoices. **865-286-9168 (ext. 102)**

niki@hoagrouptn.com - **Niki Wilk/Office Manager** - This email is for owners needing assistance with more than general information. Niki will assist owners with complaints, correspondence with their Board of Directors, and this email address will be the one you will receive notifications regarding meetings. **865-286-9168 (ext. 104)**

bridget@hoagrouptn.com - **CEO/CFO** - This email is mainly used by the Board of Directors. Owners are welcome to reach out to Bridget at any time but may be assisted by another staff member depending on Bridget's availability. **865-286-9168 (ext. 101)**

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matt@hoagrouptn.com - **Matt Slingerland/Maintenance Director** - This email is used by owners requesting maintenance assistance, by Board Members coordinating property management, and vendors/contractors being scheduled for projects. **704-762-0013**

Our office does not contact rental management companies on behalf of the owner. It is the responsibility of the owner to update their rental management company of any changes or emergencies.

When contacting our office by telephone you may be met by an automated attendant and prompted to leave a voicemail. Please remember to leave your name, property address and the development it is in, along with your concerns and a staff member will contact you as soon as possible.

We hope to meet you in the near future and look forward to serving you.

Best Regards,
HOA Management Group Staff

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