

## MEMORANDUM

**TO:** SELLER, CITADEL ON THE POND TOWNHOME ASSOCIATION  
**FROM:** EPI MANAGEMENT COMPANY, LLC  
**SUBJECT:** UNIT SALES

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Per your request, enclosed please find a sale packet for the captioned property which includes a copy of the current Rules & Regulations. Note all items must be completed and returned to this office with a copy of the sales contract. All documents must be properly completed and all payments received 48 hours in advance of the requested date indicated -

\_\_\_\_\_.  
(Requested Date)

Any payments (checks and/or online payments) that the Seller wishes to have be reflected in the balance on the paid assessment letter, **MUST BE RECEIVED** in the EPI office **five (5) days** prior to the closing.

Also required is a non-refundable \$250.00 check payable to EPI Management Company, LLC for processing. **IF THE CORRECTLY COMPLETED SALES PACKET IS NOT RECEIVED 48 HOURS IN ADVANCE OF THE CLOSING**, an additional \$50.00 (checks to be made payable to EPI Management Company, LLC) will be required **prior** to the issuance of the assessment letter. Should you, your agent or your attorney request a revised Paid Assessment Letter, there is an additional charge of \$75.00 per revised letter. (Check to be made payable to EPI Management Company, LLC). Revised letters will be issued within 48 hours of receipt of a written request for revision.

**A recorded deed must be received by Management within 15 days of closing in order for the ownership to be changed.**

Purchaser is required to submit a current certificate of insurance relative to property damage and fire loss for the captioned unit. The Association **does not** provide property damage insurance for the unit. The Association **DOES NOT** provide any insurance on the buildings or individual units; therefore, the purchaser must obtain and keep in full force Homeowner's Insurance coverage. Condominium Insurance does not provide the proper coverage for the unit and will not be accepted.

Once these items are received in our office, the closing letter and waiver of right of first refusal will be issued within seven (7) working days.

Please indicate where you wish the assessment letter/waiver to be mailed.

A certificate of insurance may be obtained by contacting the Association's agent, Smieszek Agency at (630) 369-1353 or by fax (630) 369-3023.

EPI Management Company, LLC, as agent for your Association, has the capability for a direct payment system whereby your monthly assessment can be deducted automatically from your bank account. You will not have to worry about mailing in your monthly assessment check, save postage, and save time and effort in writing a check. Please complete the attached form if you wish to utilize this additional service provided by EPI.

**Note that an inspection of the Unit has not been conducted for Rule Violations. Such an inspection is available to the Seller/Purchaser at a fee of \$75.00 after which the Association will issue a status letter as to whether or not any rule violations exist as of the date of the inspection. The Purchaser acknowledges that there may be rule violations that have not been cited in the Assessment Letter.** Please contact "Monica" in the Administrative Department at (708) 396-1800 ext. 228 if you wish such an inspection to be conducted (note that this inspection must be scheduled 7 working days in advance of the closing).

If you should have any questions regarding this matter, please do not hesitate to contact "Monica" at (708) 396-1800 ext. 228. The sales department is available from 9:30 a.m. – 1:30 p.m. Monday – Friday.

EPI MANAGEMENT COMPANY, LLC

CITADEL ON THE POND TOWNHOME ASSOCIATION

NOTICE OF INTENT TO SELL

TO: \_\_\_\_\_ DATE: \_\_\_\_\_  
\_\_\_\_\_

RE: Ownership Information for Unit No. \_\_\_\_\_ Bldg. No. \_\_\_\_\_

Address: \_\_\_\_\_

Dear Sir or Madam:

As a part of any sale or transfer of a Unit at the Citadel on the Pond Townhome Association, the Association's Rules and Regulations require that certain information be provided in order to allow the Board to effectively protect the Association's rights and interests pursuant to the Declaration and By-Laws governing the Property. Consequently, we ask that the enclosed information be completed by you and the prospective owner. We have also enclosed a Revocable Proxy along with a letter of explanation and an instruction sheet for completing it. The proxy should be detached, completed by the prospective owner(s) and returned with the other information.

As soon as we receive this information, we will provide the present owner with a letter showing the status of the unit's assessments and will make a determination whether to waive the Association's rights of first refusal. If you have any questions, please contact the undersigned.

Please forward this entire document and the proxy to us at the address below.

CITADEL ON THE POND TOWNHOME ASSOCIATION

c/o Agent, if any: EPI Management Company, LLC  
14032 South Kostner Avenue, Suite M  
Crestwood, IL 60418  
(708) 396-1800

**CITADEL ON THE POND TOWNHOME ASSOCIATION  
CENSUS CARD -- 2019**

	Owner Information	Alternate Owner Information
Name		
Address		
Unit Number		
City, State, Zip		
Home Phone		
Cell Phone		
E-Mail Address		

Homeowner/Renter Insurance Co: \_\_\_\_\_ Policy # \_\_\_\_\_

Agent: \_\_\_\_\_ Phone: \_\_\_\_\_

List all occupants.

	Full Legal Name
1.	
2.	
3.	
4.	

PETS? Yes  No  Breed and weight: \_\_\_\_\_

List all vehicles.

	Make	Color	Year	License #
1.				
2.				
3.				
4.				

Contacts in case of emergency (preferably someone with a key):

Name 1: \_\_\_\_\_ Phone: Home: \_\_\_\_\_ Work: \_\_\_\_\_

Address: \_\_\_\_\_

Name 2: \_\_\_\_\_ Phone: Home: \_\_\_\_\_ Work: \_\_\_\_\_

Address: \_\_\_\_\_

I hereby acknowledge all information on this card is valid and authorize all Association notifications to be sent to my email address noted on this card, rather than by hard copy. I consider all such communication to be adequate notice of Association issues. If there are any changes in the future, I will agree to notify the Association.

Owner's Signature \_\_\_\_\_ Date: \_\_\_\_\_

EPI Management Company, LLC  
14032 South Kostner Avenue, Suite M  
Crestwood, Illinois 60418  
FAX: (708) 396-9831

CITADEL ON THE POND TOWHOME ASSOCIATION

NOTICE

THIS DOCUMENT HAS ALSO BEEN SUPPLIED TO GIVE YOU NOTICE THAT THE ASSOCIATION'S DECLARATION, WHICH HAS BEEN RECORDED AGAINST THE PROPERTY, PROVIDES THAT ALL PURCHASERS OF UNITS, UPON ACCEPTANCE OF A DEED, AGREE TO BE BOUND BY THE PROVISIONS OF THE DECLARATION, AND RULES AND REGULATIONS OF THE ASSOCIATION, INCLUDING RULES RELATED TO SUCH ITEMS AS PETS, PARKING, AND USES OF THE UNITS. THE DECLARATION FURTHER PROVIDES THAT YOU ARE OBLIGATED TO PAY ALL REGULAR AND SPECIAL ASSESSMENTS TO THE ASSOCIATION AS WELL AS OTHER LAWFUL CHARGES LEVIED PURSUANT TO THE ASSOCIATION DOCUMENTS, EVEN IF YOU FEEL THAT THE ASSOCIATION HAS NOT PROVIDED NECESSARY SERVICES. THE ASSOCIATION MAY CHARGE YOU THE COSTS AND EXPENSES OF COLLECTING ASSESSMENTS AND OTHER CHARGES, INCLUDING ATTORNEYS' FEES, WHICH AT TIMES MAY EXCEED THE AMOUNT SOUGHT TO BE COLLECTED.

PLEASE PRINT OR TYPE - USE N/A IF NOT APPLICABLE

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Names of New Owner(s) as it will appear on deed - Please attach photocopy of deed.

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Name of Trustee Bank, if property will be held in trust.

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Name of Trust Beneficiaries

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New Owner's Address, if different from property address.

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Mortgagee Bank and Bank Branch

Loan No.

Please attach photocopy of mortgage.

NOTE: The purchase price, financial information and other information deemed to be personal or confidential by the unit owner may be blacked out or otherwise removed, provided that the exact identity of the unit owner and mortgagee and their exact addresses are preserved.

CITADEL ON THE POND TOWNHOME ASSOCIATION

RECEIPT OF RULES/DECLARATION

BUYER'S NAME (PLEASE PRINT)

UNIT ADDRESS

TELEPHONE NUMBER

DATE OF CLOSING:

I/We, \_\_\_\_\_ acknowledge that I/we have received a copy of the Citadel on the Pond Townhome Association Rules and Regulations and Declaration, and that I/we have read and understood these documents. I/We also acknowledge that the monthly assessment is due on or before the 1st day of each month. I/We agree to review the "Assessment Letter" which is issued to the Seller at closing which states the amount of the monthly assessment. I/We acknowledge that a late fee will be charged to our account if the monthly assessment is not paid in accordance with the Association's Rules and Regulations. I/We acknowledge that any existing damage due to the removal of a satellite dish installation on the unit must be restored to it's original condition otherwise the cost of restoration will be passed on to the existing unit owner. I/We will also be responsible for any cables, wires, and satellite dishes installed on the exterior of this unit that have to be removed. I/We acknowledge that any damage that currently exists to the garage door for this unit will be my/our responsibility to repair and not the Association's. I/We acknowledge that any damage to the asphalt by the garage door of the unit due to oil/chemical spillage will be the purchaser's responsibility to repair/restore

DATE

BUYER'S SIGNATURE\*

DATE

BUYER'S SIGNATURE\*

(\*Signatures must be notarized)

County of \_\_\_\_\_

Subscribed and sworn to before me

Notary Public

DATE: \_\_\_\_\_

RE: Revocable Proxy

Dear Sir or Madam:

You are presently involved in the purchase of a unit in Citadel on the Pond Townhome Association. One of the problems that is commonly faced by Homeowner Associations is the lack of a quorum for transacting business of the Association. The Association's attorney has advised the Board that, if a quorum cannot be met for electing officers and conducting business, the activities of the Association, such as maintenance, landscaping or snow removal, must cease until meetings can be held at which a proper quorum is present. Thus services may cease even though your obligation to make assessment payments for those services will continue and your failure to pay assessments will create a lien against your property.

In order to avoid this problem, we are asking you to sign a revocable proxy which appoints someone of your choice to act as your proxy. It also allows the Board, by majority vote, to act for you in the event your proxy cannot attend. If you wish to vote at any meeting, your presence at the meeting will revoke your proxy for that meeting. Thus, the Board will act only where you and your proxy do not attend. The proxy may also be voided permanently at any time simply by sending a letter to the Board. This process is basically the same as the standard procedure used when opening an account at a bank or savings and loan Association, where proxy cards are signed to give the bank's Board of Directors the power to vote on behalf of the account holder.

Please sign the attached revocable proxy and return it to us at the address below. We appreciate your cooperation in helping the Board to conduct the Association's business. If you have any questions, please do not hesitate to contact the Association.

Very truly yours,

CITADEL ON THE POND TOWNHOME ASSOCIATION  
C/O EPI Management Co. LLC  
14032 S. Kostner Avenue, Suite M  
Crestwood, Illinois 60418

INSTRUCTIONS FOR COMPLETING REVOCABLE PROXY

1. Print the name or names of the OWNER in the first blank. If the property is held in trust, this must be the trustee and not the beneficiary of the trust.
2. Print the STREET ADDRESS of the Unit in the next blank.
3. Print the name of the PROXY OF YOUR CHOICE other than yourself in the blank after the word "appoint." If there is no one you wish to appoint, fill in the blank with "X's." If you do not appoint anyone, or in the event your appointed proxy does not appear, your proxy may be cast by a majority vote of the Board, which is then in office.
4. Print the DATE, YEAR and CITY where it is completed, in the blanks at the end. The DATE is essential.
5. SIGN on the signature line or lines at the bottom. If the property is held in trust, this should be signed by an officer of the bank which is the trustee.
6. Return the signed proxy to the Association.

CITADEL ON THE POND TOWNHOME ASSOCIATION  
REVOCABLE PROXY

I, \_\_\_\_\_, owner of a Unit in Citadel on the Pond Townhome Association, (hereinafter "Association"), commonly known by the street address of \_\_\_\_\_, Illinois, do hereby constitute and appoint the Board of Directors or \_\_\_\_\_ as primary proxy and, in the primary proxy's absence, a majority of the Board of the Association in office from time to time, or their designated substitute, to vote as my proxy at any regular or special meeting of the Association. I give my proxy full power to vote as if I were personally present, with all the powers I possess, including full power to designate a substitute and to revoke such substitution. My presence at a meeting will automatically revoke this proxy, but only for the meeting attended, unless I indicate otherwise. This proxy is intended to extend and shall extend for a period of more than eleven months (11 mos.) from the date set forth below and for so long as I remain a member of the Association, unless I revoke it before then.

Any proxy or proxies in the Association heretofore given by me to any person or persons whatsoever prior to the date below are hereby revoked. In this instrument any use of the singular includes the plural.

I understand that I may revoke this proxy at any time by sending a letter to that effect to the Board of the Association.

IN WITNESS WHEREOF, I have signed this proxy on \_\_\_\_\_, 20\_\_,  
at \_\_\_\_\_, Illinois.

\_\_\_\_\_  
Owner Signature

\_\_\_\_\_  
Owner Signature

\*\*\*\*\* (For  
Association Use Only)

\_\_\_\_\_  
Unit No.

\_\_\_\_\_  
Percentage of Ownership



## User Registration and Initial Login

The first step for a user to gain access to the portal is registering. To register they need to click on the "Register Now" link on the portal's login page.

The user will be asked to enter their e-mail address, name,

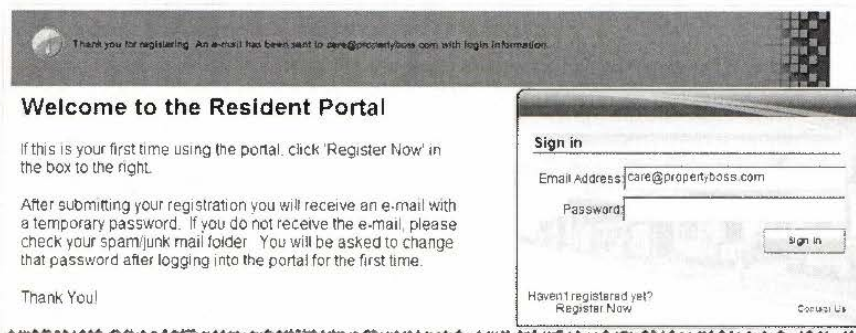
phone number. There's also a field to enter the Property/Unit if the user is a resident. If the user is an owner the field will be for the company name. They can enter their name, if they're an individual and not a company. Vendors will enter their company name.

Field Label according to portal:

- Resident/Member - Property/Unit
- Owner – Company Name
- Vendor – Vendor Name

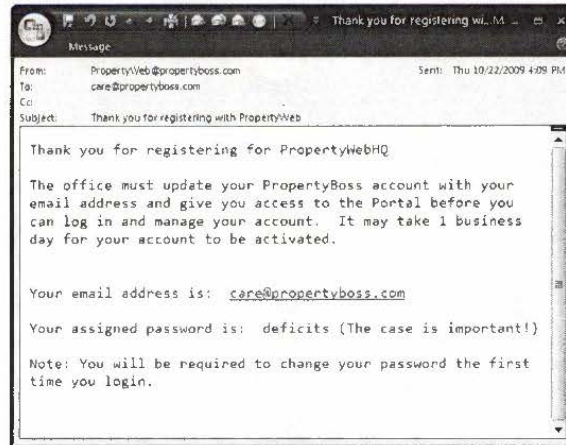
Once they fill in the required fields and hit submit, they will get the following message.

"Thank you for registering. An e-mail has been sent to user@emailaddress.com with login information"



## Portal User Registration

The user will receive an e-mail like the one shown below with their temporary password after registration.



If their e-mail address is already in PropertyBoss they will be able to login immediately. They will be required to change their password.

Hovering over the "?" icon displays the list of acceptable Special Characters as shown below. The reason for the password requirements is added security. As you create the password and it meets each requirement the circle turns green.

