



3901 Triumvera Dr.

Glenview, IL 60025

(847) 827-2117

## Triumvera is now your one-stop shop!

August 27<sup>th</sup>, 2020

To: Triumvera Townhome 3 Association Members

Re: Triumvera Management Services

Dear Townhome 3 Homeowner(s),

We are pleased to announce that the Triumvera Homeowners Association (the Master HOA) has elected to offer centralized management services to better assist individual Triumvera community associations and their respective Board of Directors. Our objective is to increase efficiency for Triumvera homeowners and deliver a more streamlined service.

For years, homeowners have called the Triumvera HOA management office located in the Recreation Center seeking help for issues with their buildings. They have always been pointed to their Board of Directors or a third-party off-site management company when applicable. Those days are gone for Triumvera Townhome 3 Association! We will now be your resource for ALL communication, maintenance requests, real estate closings, bookkeeping, architectural review and approvals, and association planning and project execution.

We have a designated management team consisting of an executive manager, two property managers, and two property associates. We have been contracted by your Board of Directors to provide property and financial management services to the Triumvera Townhome 3 Association, **effective September 1<sup>st</sup>, 2020.**

To accomplish these services and to make the transition as smooth as possible, we would like to describe some general procedures.

### **STAFF OFFICE HOURS**

General Staff office hours are 9:00 AM to 10:00 PM Monday through Sunday.

Property Manager office hours are 9:00 AM to 5:00 PM, Monday through Friday

You may contact General Staff members during office hours to leave message for the property management team. All messages and calls for the property management team will be routinely responded to between 9:00 AM and 5:00 PM, Monday through Friday.



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### **OFFICE CONTACT NUMBER**

(847) 827-2117 and select Property Management to be connected to a management associate at the office during normal business hours.

### **EMERGENCY AFTER-HOURS NUMBER**

(847) 827-2117

If you call the Triumvera Rec Center office outside of the hours 9:00 AM through 10:00 PM, our after-hour emergency team will field your call and contact the on-call Property Manager. If the nature of an after-hours call is not a true emergency, please contact us during regular business hours.

### **GENERAL MAINTENANCE**

In the event of any exterior maintenance requests regarding your home, you can contact us at the office or through your homeowner portal in our *Appfolio* software. We will be inspecting your property on a routine basis, but if there is anything you want us to look at, please notify us either by phone (847) 827-2117 or via email to [ericka@triumvera.com](mailto:ericka@triumvera.com). Please provide a descriptive message along with any photo documentation you can.

In the event of an after-hours emergency (not a routine maintenance issue) please phone the Triumvera Rec Center office and our answering service will contact the on-call Property Manager. **The after-hour emergency number can be reached at (847) 827-2117 and you will be sent to a live associate who handles maintenance emergencies only.**

### **PAID ASSESSMENT LETTERS (CLOSING), 22.1 DISCLOSURES and MORTGAGE DOCUMENTATION**

All requests by you or your Attorney for closing letters, 22.1 disclosures, and/or mortgage processing are to be referred to our HomeWise Docs portal located at [www.triumvera.com/residential](http://www.triumvera.com/residential).



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## **SUMMARY**

Triumvera Management is an on-site management offering exclusive to associations within the Triumvera community. We are looking forward to working closely with the Homeowners, your Board of Directors, and contractors to assure a quality of life and increased market value consistent with your Association's full potential. The future of Triumvera looks great – we believe centralized management services is how a community should operate.

Thank you!

Sincerely,

Rob Wilder, CMCA  
Executive Manager  
(847) 827-2117

[manager@triumvera.com](mailto:manager@triumvera.com)

Steve Mendes  
Property Manager  
(847) 827-2117

[steve@triumvera.com](mailto:steve@triumvera.com)

Ericka Munoz  
Property Manager  
(847) 827-2117

[ericka@triumvera.com](mailto:ericka@triumvera.com)



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## **Additional Homeowner Information**

### **INSURANCE**

All Townhome 3 Homeowners must show proof of insurance annually by providing a copy of their unit's Certificate of Insurance. We require all homeowners to provide a renewed COI once expired. Please submit it to the Triumvera Management located in the Recreation Center between the hours of 9AM to 10PM Monday through Sunday.

### **USEFUL PHONE NUMBERS**

Advance Recycle	(847) 272-4145
Animal Control	(708) 974-6140
Aqua Water	(877) 987-2782
Comcast (Cable Only)	(224) 229-6011
Com Ed	(800) 334-7661
Farmers Insurance	(847) 246-4125 (Town 3 Association Insurance Provider)
ITS Towing	(847) 724-4418
Police Non-Emergency	(847) 635-1188