NEW CONCEPTS
MANAGEMENT

Your property is our priority

Change in Management Team

To: Deephaven Cove Townhome Association

From: Randy Christensen (Property Manager) & Jada Hemsworth (Assistant Property Manager)

Date December 12, 2022

Re: Introduction and Contact Information for Property Manager

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Dear Deephaven Cove Townhome Association Members,

Hello, my name is Randy Christensen of New Concepts Management. As you may be aware, your previous Property Manager is no longer with New Concepts. We wish her the best in their new adventure. I will be the Property Manager serving Deephaven Cove Townhome Association going forward. I have served in the HOA industry as a homeowner, Board member/president and property manager for more than 25 years. During that time have also served on the CAI's Legislative Action Committee.

My team and I are excited to have the opportunity to serve you as your management team! During the transition process, I appreciate your patience and assistance while I familiarize myself with your community. We will continue to work with your Board of Directors, consulting with them on key issues and drawing upon their knowledge of the Association.

To aid in the transition, please note some important information for you about New Concepts and myself. Please always feel free to contact us with any questions that you may have regarding your community. Please also note that New Concepts will continue to serve as the communication center for your Association Board and we are happy to receive any correspondence (via your homeowner portal, email, fax, or postal mail) that you would like to have presented to your Board. We will provide all Board members with copies of your correspondence at the regular board meetings of the Board of Directors.

Our contact information is as follows:

New Concepts Management
Homeowner portal: https://portal.newconceptsgroup.com
Main Office Phone: 952-922-2500 Fax: 952-922-5400
Email: info@ncmgi.com

After Hours Emergency Response Line 952-259-1230

My commitment to you is that I will continually work hard to preserve and enhance the quality of the property and, as a result, contribute to making your community a wonderful place to live. I look forward to serving you and thank you in advance for your patience and understanding through this management transition.

Kind Regards,

Randy Christensen
Property Manager

5707 Excelsior Blvd.
St. Louis Park, MN 55416

P 952.922.2500
newconceptsgroup.com