



Cahill Community Association Management

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July 1, 2023

Dear Newell's Creek Homeowners,

I am pleased to inform you that Newell's Creek Homeowners Association has retained the services of Cahill Community Association Management (CCAM) to provide management services, professional guidance and support the Board with their duties.

I am excited to assist Newell's Creek in achieving the type of neighborhood you envisioned when you moved here. My goal is to improve levels of service and attention while minimizing changes to procedures you are used to and any unnecessary efforts on your part.

I wish to introduce myself and my firm's services. I have been providing association management services for the past 24 years. In doing so, I have represented a significant amount of communities in Delaware, Pennsylvania and Maryland ranging in size from 16 to 1700 homes. I have assisted over 150 communities in that time.

Currently, I concentrate and specialize on providing a few associations the time and attention I truly believe communities deserve while relieving the Board of most of the time-consuming duties. Further, with my unique qualifications, the association and community are well-served in performing their responsibilities including properly maintaining their open space and storm water management facilities.

The new Communication Policy and Procedure will be very simple: ALL questions, requests and concerns should be directed to me for immediate attention. You can either email me at tec@zoominternet.net or call me at the above number. Please be assured if your issue requires attention or decision by the Board, I will elevate it to them as they make ALL decisions not your Management firm.

There is no need to also contact Board Members as I will be keeping them abreast of any issues as it is my responsibility and they are homeowner volunteers elected to make the informed decisions for the community (and will continue to do so); my duty is to provide the information necessary to make such decisions and then to properly implement them. My goal is to minimize the time the Board needs to invest in their volunteer position. By enabling the Board to be a time-efficient endeavor, volunteers are interested in participating and those that serve do not become burnt out.

I look forward to assisting every one of you to enhance your experience here at Newell's Creek.

Sincerely,

Thomas E. Cahill, Esquire
Cahill Community Association Management