



Dear Highland Creek Manor Homeowner,

I hope this message finds you well. I am writing to sincerely apologize for any confusion caused by the recent assessment statement. It has come to my attention that there may be uncertainties or misunderstandings, and I want to address them promptly.

I acknowledge the importance of clarity in communication, especially in matters of assessment. I want to assure you that I am taking steps to rectify any ambiguity in the statement and provide the necessary explanations. My goal is to ensure that everyone involved has a clear understanding of the assessment criteria and expectations.

I understand that it displayed the full amount instead of the usual monthly breakdown over 12 months. I want to clarify that there is no requirement to pay the full assessment upfront; it is a monthly payment of \$215.00 per the 2024 assessment increase.

I apologize for any confusion caused by the oversight, and steps are being taken to ensure future statements accurately reflect the monthly assessment structure. If you have any specific concerns or questions, please feel free to reach out to me directly to n.barcenas@sbbmanagement.com, 972-960-2800 ext. 3361. Your understanding is valued, and if you have any questions or concerns, please feel free to reach out.

Once again, I apologize for any inconvenience or confusion caused by the assessment statement. Thank you for your understanding and cooperation.

Sincerely,
Nancy Barcenas
SBB Community Management