



**HARRISON & LEAR, INC., REALTORS®**

2310 Tower Place  
Hampton, VA 23666

(757) 825-9100  
(800) 229-6214

TO: GAYTON GLEN HOMEOWNERS ASSOCIATION OWNERS

FROM: PAMELA LAWRENCE, ASSOCIATION MANAGER  
HARRISON & LEAR, INC.

DATE: JUNE 8, 2005

RE: ASSOCIATION MANAGEMENT

The Board of Directors of Gayton Glen has selected Harrison & Lear, Inc. as your Association's management company beginning **July 1, 2005**. We would like to thank the Board for selecting us and we look forward to working with each and every one of you in the coming months.

Harrison & Lear, Inc., has been on the Peninsula since 1953 and the Property Management Department was formed in June 1965 to provide property management services to residential, commercial, and retail property owners. Our management services include all phases of maintenance, administration and accounting. The Association Management Division under a Senior Association Manager, an Assistant Manager and an Account Manager operate from 2310 Tower Place, Hampton, VA 23666. We will orchestrate all activities on the property relating to its day-to-day operations, budget, owner objectives, management plan and curb appeal. Our main goal is to preserve, protect, and enhance the property values of your community.

I will serve as your Association Manager along with assistance from Kathy Bailey and Charline Tran. Kathy is my administrative assistant and Charline handles the accounting matters of the association. Should you need assistance and I am not in the office, please ask for Kathy. If she is not able to answer your question or concern she will take a message and I will return your call as soon as possible.

Harrison & Lear is committed to providing the highest level of service to its homeowners associations. We have signed on with **SmartStreet**, the community association division of First Capital Bank, in our pursuit of continued efficiencies.

**Your July payment should be made to Gayton Glen by check using the enclosed coupon book and envelopes provided for mailing.** Starting in mid-July **SmartStreet** and Harrison & Lear, Inc. will offer several options to pay your assessment:

**1) ONLINE PAYMENT SERVICE BY CHECK OR CREDIT CARD**

- You may pay:

- a. By “e-Check” (which is a self-initiated one time debit from your checking account) at no cost to you
- b. By MasterCard, American Express, Discover or Visa with a \$5.00 per transaction fee.

**When these options are available a link will appear on the Gayton Glen web site with specific instructions.**

**2) LOCKBOX SERVICE**

- Mail your check **and coupon** to the PO box listed on the coupon
- Be sure and make the check payable to **Gayton Glen Homeowners Assoc.** and include your homeowner account number on the check

**3) ACH (Recurring Automatic Debit)**

- Your assessment will automatically be debited from your checking account each month that an assessment is due.
- Harrison & Lear is not an ACH originator. If you wish to use this service, please contact us so we may provide you with the necessary form and information needed by your bank to set up this service.

In an effort to update the records of the association, we are including an Owner Information and Emergency Contact form. It is very important that you complete this form and return it to Harrison & Lear as soon as possible. This form is also available on the association’s web site and can be returned to Harrison & Lear by email to [pam@harrison-lear.com](mailto:pam@harrison-lear.com).

If you have any questions please contact Pam Lawrence, Harrison & Lear, Inc. at 1-800-229-6214.