



January 23, 2026

Dear Parkfairfax Owners,

As you are aware, FirstService Residential is pleased to have been selected as the new financial management partner for Parkfairfax, effective February 1, 2026. We look forward to working with the Board and the entire community during this transition and beyond.

Points to Note

2026 Assessments

The February assessment statements will be mailed to all owners next week.

Please note that assessment payments cannot be made until February 1, 2026.

The February mailing will include:

- Your new, unit-specific FirstService Residential account number
- Instructions for accessing the FirstService Residential Connect™ resident portal
- Information on payment options for association assessments
- A Census Form (please complete and return)

In addition, owners will receive statements for the months of March, April, and May.

For the 2027 fiscal year, assessment coupons will be mailed to all owners following approval of the Fiscal Year 2027 budget, which is anticipated in March.

Making Association Payments

Details below are also included in the newsletter.

ClickPay (Online Payments)

Payments may be made online via ClickPay, our secure third-party payment provider. ClickPay can be accessed by selecting "Make a Payment" from your resident dashboard in Connect™.

When registering for the first time, please have the following available:

- Property address
- FirstService Residential account number
- Primary homeowner's name

We strongly encourage setting up recurring ACH (e-check) payments, which are fee-free and help ensure on-time payments. One-time ACH payments and credit/debit card payments are also available for a small convenience fee.

Bank Bill Pay

If you use your bank's bill pay service, please register Parkfairfax Condominium as a payee and include your FirstService Residential account number, which will appear on your upcoming statement.



Paper Check

If paying by check, please include the payment coupon located at the bottom of your statement. Please note that USPS First-Class Mail delivery may take five (5) days or longer. To ensure timely payment, we recommend using one of the electronic payment options above whenever possible.

FirstService Residential Connect™

Owners will also receive an invitation to register for FirstService Residential Connect™, the community's resident portal. Connect™ allows you to:

- Pay assessments and view payment history
- Review account balances
- Update contact information and communication preferences

Additional Reminders

- **Automatic Payments:** If you currently have automatic payments scheduled through your bank's bill pay service, please cancel all future payments to avoid duplicate charges during the transition.
- **Late Fee Waiver:** Late fees will be waived for the first two months of FirstService Residential management to allow owners adequate time to establish new payment methods and review account information.
- **Account Balance Transfers:** Any credit or outstanding balance on your account as of the final day of the prior management company will be transferred to your new FirstService Residential account. Account balances will be updated after final reconciliation and transfer of records, which may take approximately four to six weeks.

Lastly, our team will be onsite tomorrow morning for the budget meeting, and we look forward to seeing everyone.

On behalf of the entire FirstService Residential team, we look forward to serving the Parkfairfax community and thank the Board for their confidence and partnership.

Sincerely,

Mia Redmond
Financial Client Relationship Specialist