



Dear Parkfairfax Owners,

FirstService Residential is pleased to have been selected as the new management partner for Parkfairfax, effective February 1, 2026.

At FirstService Residential, we blend industry expertise with a personalized, local touch to make managing your home and community simpler and more efficient. By leveraging our technology and expertise we support our communities with proven solutions and a service-first philosophy.

Our onboarding teams are working closely with your board and outgoing management company to ensure a smooth transition that maintains the continuity of your community's daily operations. While minor disruptions can be a natural part of any change, our goal is to make the process as seamless as possible. We're in the final stages of setting up new owner accounts, and you'll receive follow-up communication(s) in the coming weeks with important details, including:

- A new, unit specific account number;
- Instructions for accessing a new resident portal powered by FirstService Residential Connect™;
- Details on how to pay association fees ;
- Owners should expect this communication via USPS mail by the end of January.

We understand a change in management comes with many questions. Below are key updates to help guide you through this transition period:

- **Automatic Payments:** If you have automatic payments scheduled through your bank's bill pay service, please cancel all future payments to prevent duplicate payments during the transition.
- **Late Fee Waiver:** In consideration of the transition period, late fees will be waived during the first and second month of management, providing owners with time to establish new payment methods and review their account details for accuracy.
- **Account Balance Updates:** Any credit or unpaid balance on your account as of the last day of prior management will be transferred to your new FirstService Residential account. These balances will be updated after final transactions are reconciled by your current management company, and account histories are shared with our team. You can expect to be notified by email once account balances have been uploaded to our system (approximately 4 to 6 weeks after our first day of management).

2026 Assessments

- Owners will receive a statement for the months of February, March, April and May.
- At the beginning of the new fiscal year, coupons will be mailed to all owners.
- Several of our team members will be on site on Saturday, January 24th for the budget meeting and look forward to meeting you.



On behalf of the entire FirstService Residential team, we look forward to working with your community and are grateful to the board for their trust and partnership.

Sincerely,

Mia Redmond
Financial Client Relationship Specialist