



Corporate Headquarters
5702 Kirkpatrick Way
PO Box 20630
Indianapolis, IN 46220-0630
(317) 570-4358
(800) 899-6652
Fax: (317) 594-5717
www.eKirkpatrick.com

July 2009

Homeowners
Twin Creeks Homeowners Association, Inc.
Indianapolis, IN. 46268

Dear Homeowner:

We are pleased to be selected as the manager for Twin Creeks Homeowners Association, Inc. As your management company we will endeavor to respond quickly and effectively to the individual and collective needs of your community.

The "Full Service" program offered by Kirkpatrick Management Company, Inc. encompasses every aspect required to maintain and enhance the large investment you have made in your property. Our approach to management includes total maintenance programs, administrative, banking, and legal.

Our office, located at 5702 Kirkpatrick Way (cross roads of Binford Blvd. and Graham Road) is open Monday through Friday from 8:00 a.m. to 5:00 p.m. and is fully staffed to handle your individual questions and service requests. The telephone number to call is (317) 570-4358 or 1-800-899-6652 and your Association new mailing address is Twin Creeks Homeowners Association, Inc., C/O Kirkpatrick Management Co., Inc., P.O. Box 20630, Indianapolis, IN 46220-0630.

We also operate our own maintenance organization, which is staffed by qualified personnel who are equipped to handle most problems and repairs as they develop. This service is available for all requested community concerns as well as matters billed directly to you. Enclosed is information about our organization. Our service trucks are radio dispatched to ensure a rapid response to service requests. For emergencies that develop when our office is closed, please call (317) 570-4358 - nights, weekends, and holidays – emergencies only please.

Enclosed you will find a Resident Information sheet and a contact Information Sheet with pertinent information about the staff that serves your community. Please fill out the Resident Information sheet and return it to our office so that we may ensure that we have the correct information on file for you.

If you have not paid your 2009 Annual Assessment of \$321.00 plus a late fee of \$39.00, please do so at this time, confirmation balance letters will be forthcoming. Please pay your assessment promptly as this builds a strong Association and protects your investment in your home.

We are looking forward to a very pleasant and harmonious relationship. If you should have any questions concerning any aspect of our operation, please do not hesitate to call us.

Sincerely,

Kirkpatrick Management Co., Inc., Agent

A handwritten signature in cursive script that reads "Ryan Naylor".

Ryan Naylor, Property Manager

KIRKPATRICK MANAGEMENT COMPANY, INC.

FACT SHEET

Street Address	5702 Kirkpatrick Way – Binford Blvd. & Graham Rd. (Directly west of McDonalds)
Mailing Address	P.O. Box 20630 Indianapolis, IN 46220-0630
E-Mail: Maintenance request & Architectural request forms	www.ekirkpatrick.com
Phone Numbers Main Line	317-570-4358
Extensions	317-594-5720 enter extension
(For emergencies after hours)	317-570-4358
Fax	317-594-5717
Property Manager E-mail	Ryan Naylor Ext: 52 Rnaylor@ekirkpatrick.com
Manager's Assistant E-mail	Tammy Landers Ext. 55 tlanders@ekirkpatrick.com
Collections Manager E-Mail	Larry Northcutt Ext. 26 lnorthcutt@ekirkpatrick.com Bette Pflum Ext. 22 bpflum@ekirkpatrick.com
Automatic Payments Information E-Mail	Jessica Wilcox Ext. 19 jwilcox@ekirkpatrick.com
Closing Manager E-Mail	Margaret Nowicki Ext. 45 mnowicki@ekirkpatrick.com
General Manager, Operations E-Mail	Joe Winship Ext. 32 jwinship@ekirkpatrick.com

Use this fact sheet to ensure that we will receive your phone call, using the extensions listed will help our office to direct your call promptly.