

ELITE RESORTS AT CITRUS VALLEY FAQ'S

Answers to Some Common Resident Questions

Q. Who is my Association Manager?

A. Daphne Saxton is the new Association Manager for the Community. It is her responsibility to manage the everyday operations of the Association, to oversee the common areas and perform site inspections to ensure the standards of the community are maintained. Daphne can be reached at:

Email: dsaxton@LelandManagement.com

Phone: (352) 432.9429

Q. Who should I contact if I have a question about my account?

A. The Resident Support Department is available to answer any questions that you may have regarding your account. You can reach Resident Support at:

Email: ResidentSupport@LelandManagement.com

Phone: (407) 781-1188

Q. Who should I contact if I need to update my contact information?

A. The Resident Support Department is available to update all homeowner information. You can reach Resident Support at:

Email: ResidentSupport@LelandManagement.com

Phone: (407) 781-1188

Q. How can I make payments?

A. Residents can make one-time payments or set up recurring payments in their online Resident portal. For mailing payment or billpay, be sure to include your account number on your check and send to the following:

ALLIANCE BANK:

Payment Processing Center: P.O. Box 621055 Orlando, FL 32862

Payment Site: <https://onlinepay.allianceassociationbank.com/home.aspx>

Payment Support: Payments@allianceassociationbank.com or

1-888-734-4567

Q. Who should I contact if I need help registering for my Resident portal/website?

A. The Resident Support Department is available to assist all homeowners register for their community's portal/website. You can reach Resident Support at:

Email: ResidentSupport@LelandManagement.com

Phone: (407) 781-1188