

LAKE ESTATES – IMPORTANT INFORMATION

Q. What services does IMC Resort Services, Inc. offer?

A. IMC manages our POA assessments and payments, reports our monthly financial status to the Board, connects owners with necessary repair services and regular maintenance requests, interacts with vendors and their contracts, inspects the property, provides communications to the owners including sending out email blasts, provides a website and the software for owners to manage their ownership, attends board meetings, works to provide the insurance policies as required by the governing documents, prepares the annual meeting packet and attends the yearly meeting, enforces rules and regulations, and provides an after-hours phone contact for emergencies.

Q. Who is our IMC contact?

A. Dave Lewellen has been our Property Manager since the Lake Estates IMC contract began. Dave is located in IMC's Bluffton Office and walks the Lake Estates property every Wednesday. You can contact Dave Monday through Friday, 8:30 AM to 4:30 PM at 843-785-4775, Ext. 207. Dave's email is Dave@imchhi.com. (Please include your property address in the subject line.)

Q. What determines if the AFTER HOURS EMERGENCY number should be called?

A. IMC Resort Services, Inc. provides for a manager to be on call after business hours. If you have an after-hours emergency (Monday through Friday before 8:30 AM and after 4:30 PM, on a holiday, or a weekend), please call 843-785-4775. Follow the instructions in the outgoing message. Please do not call your manager directly in an emergency, as they may not respond as quickly as the on-call manager does.

Please be aware that if your call is not of an emergency nature (e.g., a question about your account, a request for property information, a parking request, or being unable to access an amenity), please refrain from calling the on-call manager. You may leave a message on the general voicemail, and your call will be returned during the next business day.

This service is for emergencies only. If your call is not an emergency, you will be billed for the service.

Q. How do you pay the association?

A. There are several options for paying. We've traditionally received a payment booklet that provides a coupon for each quarterly payment. If you choose this option, mail your payment to Lake Estates HPR, c/o IMC Resort Services, Inc., Processing Center, P.O. Box 95187, Las Vegas, NV 89193-5187.

The electronic payment link is available at <https://www.imchhi.com/payment-options>. To use our online payment services, you must first set up an online account. IMC also accepts payments (check or money order only) at our Bluffton office, between 9:00 a.m. and 4:00 p.m.

In 2024, IMC introduced My Green Community www.mygreencondo.net. Eventually, this option will replace the payment booklets. This is an industry web portal that also features a payment option.

Q. What if I have a question about my statement or a recent payment?

A. The easiest way to submit a question is to email: ARDEPT@IMCHHI.com. Our AR department can be reached at 843-785-4775 ext. 117. If you choose to speak to someone, Christine, Nikki, Tammy, or Ana are AR Dept associates.

Q. How do I change or update my email or phone # in the resident directory?

A. Nancy Zabala is the Bluffton Office Manager and updates the resident directory. She can be reached at 843-785-4775, Ext 211, or by email: Nancy@imchhi.com. Please ensure that your home phone number, mobile phone number, email address, and emergency contact information are current and accurate.