



November 1, 2021

Dear South Hampton Homeowner,

Your Board of Directors is pleased to announce Empress Management, LLC as your Association Management firm for South Hampton Property Owners' Association Inc., **beginning January 1, 2022.**

We understand that superior service means understanding your needs and expectations, then proactively working to meet and exceed them. Our mission is to provide our clients with a professional, personal customer service experience and access to resources and support to achieve their strategic goals.

We accomplish this mission by acting with integrity and professionalism, thus building long term relationships with clients, employees and vendors. Our goal is to provide personal service beyond expectations in an environment of excellence and quality. We provide the following services: ***Accounting / Financial Services, Property Management and Administrative Services.***

Enclosed with this mailing, please find the following:

Empress Newsletter

Owner Information Form (**please complete and return**)

We recognize that purchasing your property is one of the biggest investments you can make, as well as the most important. Therefore, we are committed to addressing concerns regarding your community in a timely manner. Please feel free to call our office at any time. If we are unable to be reached by telephone, please leave a message. We place great emphasis on communication, so you can expect us to be open and willing to work with you.

Lastly, it is important when filling out your Owner Information Form, that you include your email, cell phone number, and any other pertinent contact information. This is needed so we can contact you in the event there is an emergency or concern inside your condo that requires immediate entry and reaching you for notification and/or remediation involvement.

We look forward to a great working relationship with the South Hampton POA, HPR

Yours Truly,

Sarah Morrow

Sarah Morrow, PMIC, CMCA, AMS

President

Empress Management, LLC

Association Managing Agent



Emergency After-Hours Line

For after-hour emergencies please dial (843) 443-4003. Once prompted, press 5. If the after-hours representative does not pick up, please be sure to leave a detailed message and your call will be returned shortly.

Please limit all after-hours calls to urgent matters such as (fire, water leak, etc.) that can't wait until regular business hours.

Owner Information

Also enclosed is an Owner Information Form. Please take a moment to complete this very important form and return it to Empress Management by one of the following methods:

By Mail: South Hampton POA
P.O. Box 8939
Myrtle Beach, SC 29578

Via Fax: (843) 444-4055

Via Email: michelle@empresmgmt.com

HOA Dues

HOA assessments are due on the 1st of each month. Additional information on how to make your payments and get set up on auto draft will be sent at a later date.

2022 Budget

The Board of Directors have been working on the Budget for 2022. Once this has been approved a copy of the budget will be mailed along with a summary. POA payment coupons will then be ordered and mailed directly to owners.

Empress Contact Information

Our office is located at:
4615 Oleander Drive, Suite 202
Myrtle Beach, SC 29577

Phone: (843) 443-4003 * Fax: (843) 444-4055

Association Manager: Sarah Morrow; sarah@empresmgmt.com

Administrative Manager: Michelle Taylor; michelle@empresmgmt.com