

## Lohman's Amhurst New Operational Partnership – Effective October 1, 2024

Amhurst is excited to announce a new hybrid partnership with Sharper Management that will combine the best of both worlds! This is a new operational model for both Amhurst and Sharper that provides us with a wealth of resources, efficiencies, and technology, including an iPhone/Android app for communication, a 24-hour call center, property management software, cloud storage, a wide network of vendors, and bargaining power to reduce operating costs. Overall, this hybrid operating model will save Amhurst an estimated \$20,000-\$30,000 per year in total management costs!

### What's changing for me as a homeowner?

The most significant change, from a homeowner perspective, is that all questions, concerns, inquiries, maintenance requests, etc., will go to Sharper, be logged in their ticket system, and tasked to the appropriate Amhurst or Sharper person. A critical design feature that we built into this new hybrid operational partnership is that Amhurst will continue to staff two part-time homeowners, as well as our current handyman contractor, Marlon. Our current property manager, Chad Schneider, will be changing from a full-time role to a part-time role at Amhurst as he heads back into the financial industry in a consulting role. In his part-time Amhurst role, Chad will continue to oversee administrative tasks, project management, Board support, and other activities as directed by the Board. Dan Fink will continue his current role in the second part-time position as casual labor and grounds maintenance as directed by the Board.

### How will homeowners communicate under this new operational model?

Sharper will now be the first point of contact for everything. Homeowners will now use Sharper's email, phone, website, and App (see below) for all communication and will no longer contact our onsite homeowner property manager or any Board members. The manager phone number, manager email, and Board email are no longer monitored. This change will allow all communication to be logged in Sharper's system, assigned as a task to the appropriate person, and monitored for completion. A key feature is that all communication will be automatically archived in Sharper's system.

#### **SHARPER MANAGEMENT (SHARPER) CONTACT INFORMATION:**

10340 Viking Drive Suite 277, Eden Prairie, MN 55344

Website: [sharpermanagement.com](https://sharpermanagement.com)

Email: [clientcare@sharpermanagement.com](mailto:clientcare@sharpermanagement.com)

Phone: Client Care: 952-224-4777

#### **ONLINE OPTIONS FOR MAINTENANCE REQUESTS AND GENERAL INQUIRIES**

Portal: <https://sharpermanagement.com> \*

App: Resident Center (Available for both iPhone and Android) \*

\* Log in with your current Sharper login for dues payments

Watch for a text message to set up your account in the Resident Center App

If you do not receive a text, contact Sharper using the information above

**Is there an update to Amhurst's Rules, Regulations, Policies, and Procedures with new contact info?**

Yes, the updated document has been uploaded to our website at [www.amhurst.org](http://www.amhurst.org). In addition, a printed booklet will be delivered to each of the 276 homes at Amhurst this week. Please read this updated document because it contains important information for homeowners/residents.

**Why are we making these changes?**

The simple answer is sustainability. Our current operational model of management is simply no longer sustainable. We need modern tools and systems to handle the challenges ahead for Amhurst such as property age and size, exposure to risk/liability, and lack of resources, so the decision to partner with a management company like Sharper made the most sense. Why hybrid? By partnering with Sharper to leverage their resources and at the same time keeping a small homeowner onsite staff, we're maintaining many important aspects of operational control. It is this business model that we are excited about and believe this multi-structured approach will create a more modern, efficient, proactive, and consistent way to do business.

As we progress through the transition to this new operational model, we know there may be a few bumps along the way. We will work in conjunction with Sharper to handle issues as they arise and adjust when necessary to ensure a successful transition. We thank all our homeowners in advance for their patience and understanding as we transition our Amhurst operations and move towards the future in a far more sustainable way.

Lohman's Amhurst Homeowners Association