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June 1, 2010

Dear Olde England Lake Homeowner:

We would like to thank the Olde England Lake Board of Directors (BOD) and community for choosing All-in-One Community Management, Inc. (AIO MGMT) as your new management company. We are dedicated to providing consistent attention to details in the day-to-day operations of your community.

**Protective Covenants:** One of the responsibilities of AIO is the enforcement of the protective covenants of Olde England Lake Homeowners Association. The protective covenants not only help us to protect your investment in your home, but insure that Olde England Lake will continue to be a beautiful, well-maintained and safe neighborhood for you and your family. Olde England Lake inspections are conducted monthly and covenant violations are reported to the BOD. These letters are not intended to offend you but to make you aware of any situation that needs correcting. Copies of your governing documents are found on our communities page.

**Assessments:** You will receive an annual invoice for the Olde England Lake 2011 assessment at the end of this year. For your convenience, payments may be made by check or online via eCheck or credit card (Amex, Discover, MasterCard) by visiting <http://www.allinonemgmt.com> and clicking on the Smartstreet Bank icon. You will need your 10-digit account number that is listed on your invoice along with the correct name of your HOA (type in Olde England Lake). If you have any problems making your online payment, call Smartstreet at 1-888-705-0600.

**Architectural Change Requests -- ARC Modifications, Changes & Improvements to Exterior:** Any changes to the exterior of your property need to be submitted to the Architectural Control Committee (ARC) by email or fax, or mailed to our office. Go to [www.allinonemgmt.com/communities.htm](http://www.allinonemgmt.com/communities.htm) and scroll down to **Olde England Lake** to download forms. ARC request for change forms and/or supporting documents/attachments (diagrams, paint color names/chips, drawings, etc.) may be emailed, faxed or mailed to the address above. Label **all** ARC attachments with your name and address. Please remember that the ARC has up to 30 days to respond to your requests, so plan accordingly.

**Online Access to your Community Information:** Please visit our website often for access to your neighborhood forms such as your ARC Change Request Form, newsletters, covenants and bylaws, directory information form, etc. Go to <http://www.allinonemgmt.com/communities.htm> and scroll down to Olde England Lake.

**Contact Us:** Email us anytime [customerservice@allinonemgmt.com](mailto:customerservice@allinonemgmt.com) or if you prefer to call, our office hours are 9AM-4PM, Monday-Friday. We encourage you to visit our website at [www.allinonemgmt.com](http://www.allinonemgmt.com). We strive to respond to all inquiries in a timely manner. *Please complete and return the enclosed directory information sheet that will be kept in your file at our office and will not be shared with anyone.* We look forward to working with your community.

Cordially,  
*Ruann Bunker & Denise Hindes, Owners*

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**All-In-One**  
Community Management Inc.  
OLDE ENGLAND LAKE DIRECTORY

**HOMEOWNER INFORMATION - All fields must be completed**

Street Address: \_\_\_\_\_

Home Phone: (        ) \_\_\_\_\_

Homeowner1 Name: \_\_\_\_\_ Work/Cell: (        ) \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Homeowner2 Name: \_\_\_\_\_ Work/Cell: (        ) \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Emergency Name/Phone: \_\_\_\_\_

**CHILDREN - Include birth month and year - Use back if more room needed**

Child1 Name: \_\_\_\_\_ Birth Month/Year: \_\_\_\_\_

Child2 Name: \_\_\_\_\_ Birth Month/Year: \_\_\_\_\_

Child3 Name: \_\_\_\_\_ Birth Month/Year: \_\_\_\_\_

**PETS - Include name and type of animal (dog, cat, etc.)**

Pet1 Name: \_\_\_\_\_ Type: \_\_\_\_\_ Pet2 Name: \_\_\_\_\_ Type: \_\_\_\_\_

Pet3 Name: \_\_\_\_\_ Type: \_\_\_\_\_ Pet4 Name: \_\_\_\_\_ Type: \_\_\_\_\_

**LESSEE/TENANT: If you have leased your home, please provide lessee name(s) along with a copy of the executed lease**

Tenant1 Name: \_\_\_\_\_ Work/Cell: (        ) \_\_\_\_\_

Tenant2 Name: \_\_\_\_\_ Work/Cell: (        ) \_\_\_\_\_

Tenant Home Phone: (        ) \_\_\_\_\_

Emergency Contact Phone: (        ) \_\_\_\_\_