



August 25<sup>th</sup>, 2023

Dear Homeowners,

My name is Michelle Burr, I would like to introduce myself as the new manager for Sky Harbour HOA. Moving forward I will be the point of contact for the homeowners and the Board of Trustees. As the Association manager for your community, this contains my personal contact information. I can be reached by phone at (214) 445-2729 or by email at [Michelle.Burr@goodwintx.com](mailto:Michelle.Burr@goodwintx.com). For after hour emergencies please call (214)-445-2711.

All owners will receive a welcome letter separate from this, from Goodwin and Company, that lists your account number, ways to pay, information for Town Square (which is a website we use for information, requests, payments, architectural change requests etc). Owners should start receiving these this coming week. Your Sky Harbour website will remain as well.

I am very excited and proud to work with your community and look forward to building a longstanding relationship with you all. Please always reach out to me first and allow 48 hours for responses before reaching out to anyone else unless it is an emergency. If it is something I cannot answer, I will discuss with the Board and then provide follow up.

For any additional questions or concerns I am including a quick contact guide. Our goal is to provide the fastest answers to all our owners, and we hope the guide below will assist in that process.

**For questions regarding your violations (reporting or closing) please contact:**

**Customer Service:**

**For any questions you might have please contact our Customer Service team, if for any reason they are not able to assist they will involve your Community Manager**

Telephone 1-855-289-6007

Email: [info@goodwintx.com](mailto:info@goodwintx.com)

**Association Services:**

Email: [compliance@goodwintx.com](mailto:compliance@goodwintx.com)

Telephone: 855-289-6007

Online: [www.goodwintx.com](http://www.goodwintx.com) , Select your association from the drop-down menu

**For questions regarding resale packages and certificates please contact:**

**Resales:**

Email: [resales@goodwintx.com](mailto:resales@goodwintx.com)

Online: [www.goodwintx.com](http://www.goodwintx.com), select "Order A Resale Certificate"

**For questions regarding ACC Approval, please submit the Request Architectural Approval through the community website:**

Online: [www.goodwintx.com](http://www.goodwintx.com) , Select your association from the drop-down menu, this will take you to the Townsquare App where you can upload your questions.

**To submit an update regarding your mailing address, email or phone number please send the updated information to: [Info@goodwintx.com](mailto:Info@goodwintx.com)**

**For any other concerns or questions that the above departments cannot address, please contact the property manager via their direct email or direct line which is conveniently located on the community website at:**

**[www.goodwintx.com](http://www.goodwintx.com), type your email in the search bar(top-right), select Email next to the managers name on the home page.**

Thank you,



**Michelle Burr**  
COMMUNITY ASSOCIATION MANAGER

**Goodwin & Company**

Direct Line  
214-445-2729  
Customer Service  
1-855-289-6007

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