



TO: Owners & Residents  
FROM: FYVE PROPERTY MANAGEMENT  
DATE: October 11, 2022  
SUBJECT: Novus Property Management Transition to FYVE Property Management

Dear Owners & Residents,

I'm delighted to announce that Novus Property Management, Association Division, is now part of the FYVE family and will be conducting business as FYVE Property Management as of this month. Merging with FYVE combines two great companies that were founded on the core principles of customer first, integrity, teamwork, and execution, including leading technology to enhance your experience. FYVE realizes that relationships are key to having a trusted partnership and has worked to retain Novus team members, so we can continue supporting your properties with the utmost trust and professionalism which you have come to expect and enjoy.

- Integrity: We operate a fact-based management company with high levels of accountability, regardless of how it affects us individually or as a company. FYVE will always be honest with our customers, employees, and partners.
- Customer First: Our unwavering commitment to the customer experience gives us an advantage within the industry. Every interaction with a customer is an opportunity to continue building trust with our team of advocates translating into growth.
- Team Success: We understand what is good for the organization and our customers is good for the FYVE team, we engage with co-workers and clients with integrity, commitment, respect, and responsiveness. We are customers obsessed with a growth vs fixed or greed mindset.
- Execution: We believe each team member is driven by a combination of their skills and the decisions they make. Flawless Execution starts with us so we can support one another and maintain a healthy environment that promotes positivity and clear communication.

Throughout 2022 we will integrate the best technology from both organizations to create an industry leading solution exclusively designed for community associations. You will receive routine communications as we progress with feature enhancements. We are extremely excited to bring the combined services and technology to your community and enhance our relationship with all of you.

Commitment to our customers is FYVE's highest priority, which is why I look forward to helping facilitate a smooth & seamless transition. Please note that while your existing contracts have been assigned to FYVE Florida LLC dba FYVE Property Management, your current community association managers & support staff have joined FYVE and will continue supporting you.

Sincerely,  
Nathalie Figueroa  
Director of Operations

Mission: FYVE, itself will be a "machine for living" that helps everyone within our ecosystem live better; owners, investors, residents, and employees alike. Elevating the Real Estate experience through proprietary intuitive technology and local expertise.



## **IMPORTANT INFORMATION**

1. **The Miramar location will no longer be open.**
2. **As of 10/17/2022** all walk-ins will be redirected to the Margate location, address below.
3. All records, keys, and other tangible property will be relocated to the Margate location, address below.
4. All phone calls are being redirected to the Margate location. ***The phone number is staying the same. 954-636-5866***
5. All mail is being redirected to the Margate location. Please make sure to change the mailing address for all payments to the Margate location as soon as possible with the exception of any payments that are currently going to a lockbox (if applicable).

### **Margate Address:**

**FYVE PROPERTY MANAGEMENT  
5100 W Copans Rd Suite 100  
Margate, FL 33063**

**866- 934-3983  
AMsupport@fyve.com**