

Dear Valued Members of Del Webb Orlando Homeowners Association, Inc.,

On behalf of Innovation Management, I would like to introduce our team and extend our warmest greetings and hope this communication finds you all well. As many of you are aware, Innovation Management has been engaged to manage the Del Webb Orlando Homeowners Association. We would like to thank Rose and the Access Management Team for their warmth and assistance with the transition. Over the last 30+ years, as a leader, I have had a crucial involvement in the recruitment, training and development of teams to consistently carry out the mission and culture of the organizations that I have worked with, as well as provide solutions to challenges and implement consistency in Management and Community Programs. It is a pleasure to have the opportunity to serve you and the Del Webb Orlando Team. There will always be additional areas for improvement, but I assure you that our team is well trained, empowered and prepared to handle the concerns that may develop along the way.

We strongly believe in and encourage engagement from our residents, partners and team members to contribute to the innovative processes to always push performance and quality of services. We recognized that this community requires continued leadership that demonstrates commitment, focus, communication and management.

I am so pleased to join the team and community at Del Webb Orlando. I was Born and raised in Indiana. I am a graduate of Ball State University where I received a Bachelor of Science in Office Administration. I have been married for 36 years and have two wonderful adult children, Jason and Melanie. At the start of 2018, I will be a Grandmother for the first time. My son Jason and his wife Jess are expecting baby June, at the end of January. Grandma, doesn't that sound great! Along with having two legged kids, there are also four legged kids in the Davis household, two Welsh Corgis and three cats. Yes, this requires lots of vacuuming and dusting. My kids say that I am OCD when it comes to cleaning! I grew up listening to Johnny Mathis, Dave Clark Five, Nat King Cole, Bobbie Vinton and The Platters. As you would expect, my music taste has been expanded by my children. As far as hobbies, I am always open to new suggestions. Work has always been my hobby as well. My interests include hiking, walking, camping, reading and spending time with the family and taking the four-legged kids to the park. If I were to share a once in a lifetime experience I've had, it would be when my husband and I rode a cable car from the Barcelona Olympic Stadium across the Mediterranean Sea. My first thought was how beautiful the water was, and it was so dark that the color looked like Midnight Blue. I couldn't believe how small I felt and then I began to contemplate how I would survive if the cable car snapped! Yikes! Once we reached our destination at the Beach adjacent to the incredible Barcelona Market, I noticed my husband had a distracted look and then I received a big surprise when we disembarked the cable car upon a Topless Beach! I hope we can share and create many stories and memories along our journey at Del Webb Orlando together.



Professionally, I had the opportunity to have worked in the Community & Property Management Industry for 30+ years with some of the Best Companies, which have given me a solid foundation for "Best Practices". Being hand selected for Del Webb Orlando is an honor and I am excited with the opportunity to work together to help make this a place that we will always be proud to call home. The Innovation and Access Management teams are working together to ensure a smooth transition and working with the current Del Webb Orlando staff members on getting their HR paperwork completed to come on board with our management company as we understand the value, commitment and relationships that is there. We are committed to their training and development to empower them to carry out the Del Webb mission and culture of service and lifestyle expected by the Board and the Membership.

As we sort out the details of the transition we want you to know your 2018 Coupon Booklets will be mailed out by Innovation for timely receipt by January. However, with the Holidays, there is the possibility that some booklets might not be received as timely as we would like. Please note, all late fees or penalties will be waived for January to give everyone the necessary time needed. Since we will need to also set up new ACH forms for anyone on auto-pay, BB&T and an Innovation Associate will make ourselves available for a one-on-one opportunity to help residents get this set up

at the Montecito Clubhouse. We will also be able to help anyone remotely as well, for anyone that may be traveling or away from your Del Webb Orlando home during this time. Please look for more information to come.

Rose and I will be working together through December so that I can absorb as much as possible from her. Rose and Access are still in charge through the end of December. We will continue our monthly meetings, as Rose did. Our Lifestyle Team will be planning a "Meet and Greet" that will allow us an opportunity to meet one another in a casual atmosphere. The date for the Meet and Greet will be sometime in the first two weeks of January, so please look for more communication as to the date and time.

We assure that every effort will be made to meet or exceed the standards set forth by you, the members of Del Webb Orlando.

Should you have any questions, please contact us at:

dwo@innovationmanagement.us

Ph: (407) 583-4531

Best regards,

Kelly Davis

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