

Willow Pointe Homeowners Association, Inc.
c/o Graham Management
1155 Dairy Ashford, Suite 209
Houston, TX 77079
(713) 334-8000

August 9, 2026

Dear Willow Pointe Homeowner:

Willow Pointe HOA's Board of Directors is pleased to announce that we have selected Graham Management, Inc., as the HOA's new management company effective August 1, 2026. Graham Management has over 25-years' experience providing hands-on management services to HOA communities in the greater Houston area, and we believe Graham's expertise will be a great asset to Willow Pointe.

Graham has been working closely with Randall Management – The Management Trust for the last few weeks to facilitate the transition of the Association records and operations. You should have already received the attached letter via USPS that includes transition details, contact information, **your name and new account number, and how to register for your new CINC Web Axis homeowner portal.** If you did not receive a letter in the mail with your account number, please contact Graham Management at:

1155 Dairy Ashford, Suite 209
Houston, TX 77079
(713) 334-8000
www.grahammanagementhouston.com

Attn: Marc Wood, Community Manager
mwood@grahammanagementhouston.com

Please note that the Willow Pointe homeowner portal you previously registered with Randall Management and/or The Management Trust is no longer valid or accessible. Although your Frontsteps portal is still functional, it is no longer being monitored and service shall be discontinued later this month. **Going forward, homeowner communications concerning payments, architectural applications, etc. will be handled through your new CINC Web Axis homeowner portal.**

Please take a few minutes to read your letter from Graham, and **register for your new homeowner portal.** More information will be provided to you in the coming weeks. If you have questions or problems with the registration process – or other Association related matters - please contact Graham directly. Your Board of Directors is also available to assist you during this transition.

Sincerely,

Board of Directors
Willow Pointe Homeowners Association, Inc.

P.S. The Association's independent website (www.willowpointe.org) is a separate website maintained by the Board of Directors and is not affiliated with any management company. The Board of Directors will continue to post notices and other HOA-related information on this site for your convenience.

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C/O Graham Management
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7/28/2026

(Your Name Here)
(Address)
(City, State, Zip)

RE: (Willow Pointe Address and New Account Number Here)

Dear Willow Pointe Owner,

Graham Management is pleased to announce that your Board of Directors has selected our firm to manage Willow Pointe, effective **August 1, 2026**. We are eager to serve you!

This mailing provides you with information that will be helpful to the transition of your Association and its accounts to our management firm. Please reach out to our office regarding any questions or concerns you may have regarding the information below or included in this mailing. We are always happy to help.

TRANSITION EXPECTATIONS AND INFORMATION

Payments

Assessments are due on the first of every YEAR, and should now be made payable to:

Willow Pointe
C/O Graham Management
PO BOX 294196
Lewisville, TX 75029

Payments can also be made online in your new CINC Web Axis homeowner portal. Information on registration and account setup is included in this mailing for your convenience. If your Association has a late fee policy, we will incorporate a late fee/date after the transition month has passed August 31, 2026. Any previous balance/credit on your account with your current managing agent will also be added to our records after the transition month has passed.

Here to Serve You

Starting August 1, 2026, you can conduct Association business with our firm by contacting your community manager or by calling our office.

The community manager for your Association is Marc Wood, and they can be reached by calling our office line or e-mailing mwood@grahammanagementhouston.com

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Web Axis Registration Instructions:

1. <https://graham.cincwebaxis.com>
2. Click on register
3. Required Information:
 - Account number - See above
 - First and last name
 - Street name, city, state, and zip
4. Directory Listing: Please check off your preferences, this will be public to the community
5. Enter email
6. Input security symbols
7. Click register
8. Once you are approved, and email will be sent to finish the registration
9. Click on the link to reset your password
10. Once your password has been reset, you will then login using your email address and password created

Office Hours

Monday – Thursday 9 AM to 5 PM (CT)
Fridays 9 AM to Noon

Walk-In Hours

Monday – Thursday 10am-2pm
Fridays 10am-12pm

We are grateful for this opportunity to serve you and look forward to developing a long relationship with both your community Association and its members.

Sincerely,

Graham Management

On behalf of the Willow Pointe Board of Directors