

Willow Pointe Homeowners Association, Inc.
c/o Randall Management – a Management Trust Company
6200 Savoy Drive, Suite 420
Houston, TX 77036
(713) 728-1126

March 7, 2026

Dear Willow Pointe Homeowner:

Effective 09/01/2025, Randall Management has merged with The Management Trust and is now known as *Randall Management – A Management Trust Company*. The Management Trust is one of the most well-regarded community management firms in the state and nation, and prides itself on being 100% employee-owned. The Randall Management team that you have built relationships with over the years will continue to support our community; however, they now have additional resources and tools available to provide more efficient and professional service to all Willow Pointe owners.

By now, all Willow Pointe Homeowners should have received information via email and USPS regarding this transition that included your new account number, how to log in and set up your new homeowner portal, and notice of the Vantaca training session for all Willow Pointe owners scheduled for March 11, 2026, at 6:00 p.m., via zoom. In case you didn't receive these communications or have misplaced them, we've attached copies of these documents to this letter for your convenience.

If you need assistance during the transition period, please contact Venecia Perez, Community Association Manager, by calling the office at (713) 728-1126, Monday-Friday during normal business hours, or via email to venecia.perez@randallmanagement.com. You may also ask to speak with the Community Support Specialist or Homeowner Accounting for questions regarding your assessments, to setup auto-draft payments or for account balance information. So that your needs can be quickly addressed, please identify the nature of your request (i.e., billing, change of address, common area maintenance, etc.). This will allow the Association's management company to direct your call or email to the person best able to serve you.

Sincerely,

Board of Directors
Willow Pointe Homeowners Association, Inc.

P.S. *The Board of Directors will continue to provide helpful information and resources for Willow Pointe homeowners on the Association managed website www.willowpointe.org including details about the upcoming Community Plant Exchange (March 22nd), Community Garage Sale (April 24-26th), Board Meetings, Architectural Home Improvement Applications, Governing Documents, etc.*



February 19, 2026

Owner Information | (Owner's Name Here)
Account Number: (New Account Number Here)

Dear

We are delighted to share some exciting news with you. As of 09/01/2025, Randall Management has become part of Randall Management – A Management Trust Company Division. The Management Trust is a firm that prides itself on being 100% employee-owned.

We understand and accept our responsibility to provide the high level of management service the owners of your community expect and deserve. The Randall Management that you have built relationships with over the years will continue to support your community, however, they will have additional resources and tools available to continue to provide an exceptional customer experience.

With this transition you will have access to our owner portal beginning 03/01/2026. Information regarding how to log in and access your portal account will be provided to you in the coming weeks. Remaining account balances and assessment information will continue to transition from Randall Management, and may take 3-4 weeks after 03/01/2026 to be fully completed. This additional time is to ensure optimal accuracy. No late charges or new collection action will occur during the first 30 days to ease the transition and allow for the setup of account payment methods in our new system.

As of today, we will be able to begin assisting you with your account information. Your personal account is _____

Need Assistance?

During this transition period, you may contact us by calling our office at (713) 728-1126. Your main points of contact are your Management Team made up of a Community Association Manager, and Community Support Specialist. You may also call our office and ask to speak with Homeowner Accounting for questions regarding your assessments, to setup auto-draft payments or for account balance information. So we may quickly address your needs when calling, please identify the nature of your request (i.e., billing, common area maintenance, escrow, etc.). This will allow us to direct your call to the person best able to serve you. For emergencies after our normal business hours, please call our main office and the answering service will assist you.

Randall Management – A Management Trust Company
(713) 728-1126
6200 Savoy Dr Suite 420
Houston, TX 77036

We look forward to serving you. On behalf of our entire staff, it is our pleasure to represent ***Willow Pointe Homeowners Association, Inc.!***

Sincerely,
The Management Trust
Property Services. Built Differently.

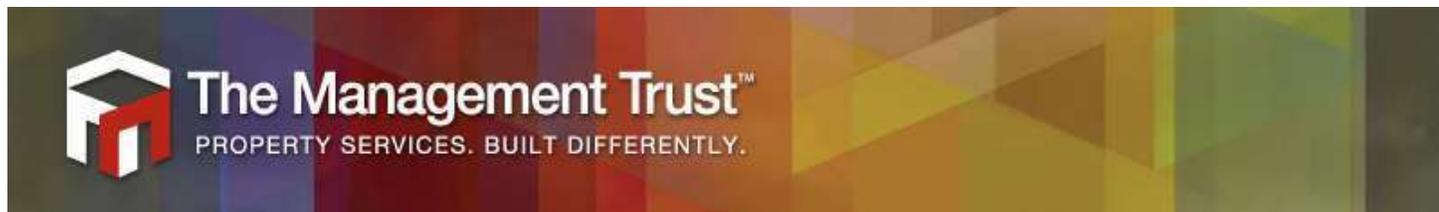
Welcome! - Access to Your New Owner's Portal - Willow Pointe Homeowners Association, Inc. -

From: Randall Management – A Management Trust Company (cs@managementtrust.com)

To:

Date: Friday, February 20, 2026 at 03:15 AM CST

If you would like to respond to this notification, please place your response above the dotted line.



Welcome

You were previously provided a Welcome Letter introducing you to The Management Trust. The attached letter includes some additional information regarding accessing your new owner's portal.

We encourage you to visit our Homeowner Portal at <https://my.managementtrust.com/>. Here you will have access to your account to make and set up payments, access forms, set communication preferences. Selecting email delivery preferences for Association notices is an easy way to reduce costs for your community. You can access the portal by navigating to: <https://my.managementtrust.com/>. In the Log In section, select 'Sign Up' to enter your unique Registration Key to access your account.

- Fill out the requested fields, including entering **your unique info** in the 'Registration Key' field and click 'Sign Up'. It's that easy!
- For more information on the features and navigation of our portal, visit: <https://managementtrust.com/software-update/>

We are excited to work with you and your community! Should you have any questions or concerns about your new account or your property, you can submit requests through your owner's portal by visiting the "Requests" page or contact us at the information listed below.

Sincerely,

Randall Management – A Management Trust Company by Direction of Willow Pointe Homeowners

This community is Professionally Managed by

RANDALL MANAGEMENT – A MANAGEMENT TRUST COMPANY

PORTAL: <https://my.managementtrust.com/> | P: (713) 728-1126

Nothing contained in this message should be considered legal advice. This message, including any attachments, may include privileged, confidential, and/or inside information. Any distribution or use of this communication by anyone other than the intended recipient(s) is strictly prohibited and may be unlawful. If you are not the intended recipient, please notify the sender by replying to this message and then delete it from your system.

February 20, 2026

To Willow Pointe Homeowner:

Owner Information |
Account Number.

Dear _____,

You should have recently received a letter welcoming you to The Management Trust. This communication is being provided to include additional information regarding accessing your new owner's portal.

Online Portal Access

For your convenience, we encourage you to visit our Homeowner Portal. Here you will have access to your account to make and set up payments (once all balances transfer), access forms and Association documents, set communication preferences, and acquaint yourself with your community. You can access the portal by navigating to: my.managementtrust.com. In the Log In section, select 'Sign Up' to enter your unique Registration Key to access your account.

Fill out the requested fields, enter **your unique info** in the 'Registration Key' field and click 'Sign Up'. It's that easy!

For more information on the features and navigation of our portal, visit: <https://managementtrust.com/software-update/> or scan the QR Code.



Payment of Assessments

You will be receiving your initial billing information from us shortly. **Remaining account balances and assessment information will continue to transition from Randall Management and may take 3-4 weeks after 03/01/2026 to be fully completed. This additional time is to ensure optimal accuracy. No late charges or new collection action will occur during the first 30 days to ease the transition and allow for the setup of account payment methods in our new system.** If you have traditionally paid your assessments utilizing ACH services, please note that during this transition period we are **not** able to debit your account for the current assessment. If you wish to continue utilizing ACH services, please setup a login for our owner portal, as outlined above, at <https://my.managementtrust.com/>. We apologize for this brief inconvenience, late fees are automatically waived during this transition period. Once your new account statement is received, payments can be made via check, recurring ACH, on-line bill pay with your bank, or credit card. Please remember, it is your responsibility to pay the assessments timely and is not dependent on whether you receive a billing statement or coupon.

ACH or Credit Card Recurring Payments

Please login to our owner portal to setup recurring payments on your account by visiting the 'Payments' page.

- ACH Draft: To enroll in ACH, select 'Enroll' next to the 'Auto-Draft' option. ACH with The Management Trust is always free of any fees. Accounts cannot have an outstanding balance at the time of ACH enrollment.
- Credit Card or eCheck Transfer: Credit card and eCheck transactions are processed securely within the platform for a small fee. Select the 'Credit Card/E-Check' button to enroll in this payment option.

- Portal login will not be available until **03/01/2026**.

Payment by Check

Please make your check payable to Willow Pointe Homeowners Association, Inc. and include your account number of 72733431454 on your check or money order. Please mail your payment to:

Willow Pointe Homeowners Association, Inc.
c/o The Management Trust
PO Box 97415
Las Vegas, NV 89193-7415

Online Bill Pay

You may setup online bill pay through your own banking provider. Please ensure your full account number of: 72733431454 is listed, as well as the following remittance address: PO Box 97415 , Las Vegas, NV 89193-7415 The Payee is: Willow Pointe Homeowners Association, Inc..

Stay Informed

To ensure you receive up to date information regarding your Association, including email communications, please visit our portal and review the 'My Profile' page. Be sure to enter or verify your email address, any alternate mailing address, and mobile phone numbers where you may want to receive text alerts. You may also indicate if you'd like to receive Association required communications via email where possible to **reduce printing and save postage costs** for your Association.

Need Assistance?

Please contact us through our portal or call our office at (713) 728-1126. Your main points of contact are your Management Team made up of a Community Association Manager, and Community Support Specialist. You may also call our office and ask to speak with Homeowner Accounting for questions regarding your assessments, to setup auto-draft payments or for account balance information. So we may quickly address your needs when calling, please identify the nature of your request (i.e., billing, common area maintenance, escrow, etc.). This will allow us to direct your call to the person best able to serve you. For emergencies after our normal business hours, please call our main office and the answering service will assist you. Your Management Team can be reached through creating an inquiry on our portal, or by contacting our office via phone.

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Sincerely,
The Management Trust
Property Services. Built Differently.

EVENT

Vantaca Training Session

Dear Homeowners,

Please be advised that a **Vantaca Training Session** will be held for homeowners who would like to learn more about using the Vantaca system.

Date: Wednesday, March 11, 2026

Time: 6:00 p.m.

Location: Via Zoom

Join Zoom Meeting

<https://managementtrust.zoom.us/j/81170745101>

Meeting ID: 811 7074 5101

-

One tap mobile

+13462487799,,81170745101# US (Houston)

+17193594580,,81170745101# US

This training will provide an overview of the Vantaca homeowner portal, including how to access your account, view community information, submit requests, and utilize other available features.

All homeowners are encouraged to attend.

Thank you.

📅 Mar 06, 2026 👁 3 View

Information	
Created by	Venecia Perez
Created at	03/06/2026 - 11:04 AM
Reply-to	
Recipients	Everyone
Channel	  
Published at	03/06/2026 - 11:04 AM

Attachments	
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