



TreeStone Properties Introduction and Expectations

TreeStone Properties is a property management firm serving St. Louis and surrounding areas. Treestone Properties makes it easy for residents to pay assessments, submit maintenance requests, acquire association-related documents, submit architectural requests, and more!

TreeStone Properties is the property management company for Wilmer Crossing Homeowners' Association. We are here to help you in any way we can! The most effective way to communicate with us is through the TreeStone Properties' online portal. Please send any questions and/or concerns via the "Maintenance Request" tab and TreeStone Properties will provide you with a response within 24 to 48 hours.

Please visit our website for more information!

<https://www.treestoneproperties.com/>

Our office hours are 9:00 a.m. to 4:00 p.m. Monday through Friday. You can contact us by phone at (636) 733-9021 or you can submit a maintenance request through your portal! Our after-hours emergency number is (314) 968-6562.

TreeStone Properties oversees the following, among other duties:

1. Architectural Review Requests

- Once your portal has been activated, you will submit an architectural review request for **any exterior improvements on your home or Lot.**

2. Maintenance Requests

- You can submit a maintenance request for any general concerns or questions. Once we have reviewed and researched your request, we will respond to you via email through your maintenance request within 24 to 48 hours.

3. Common Ground Maintenance

- TreeStone Properties ensures that the lawn care company maintains all common areas in the community according to the lawn care contract. If you notice any areas that appear to be improperly maintained, we encourage you to submit a maintenance request with pictures and details. This will allow us to have the lawn care company inspect and address the issues as needed.



4. Community Updates

- TreeStone Properties distributes community-wide newsletters via email. We will keep you informed about any important community events as soon as we have gathered all relevant information. Our primary method of communication is email, allowing us to update you quickly. While some information may also be sent via mail, feel free to print any emails you receive for your records, if you wish! Please ensure that every homeowner provides a current email address to stay updated on community happenings.