

Windtree Condominiums

Owners – Investors – Tenants

WHO TO CONTACT & IMPORTANT COMMUNITY INFORMATION

Website: WindtreeCondominiums.com

Owner Portal Access- Community Web-Portal Link: THA.ManageBuilding.com

Each owner has been added to the online system and should have received a temporary password.

If not — no worries — simply create a new password at: THA.ManageBuilding.com

If your account is locked:

Call [972-283-2539](tel:972-283-2539) and ask for an account reset.

TIP: Save the portal link in your phone's Notes app so you can tap to access it easily anytime.

IN CASE OF EMERGENCY

If you feel in danger, have a personal emergency, or observe a public disturbance:

CALL 911 IMMEDIATELY

IF YOU ARE AN OWNER AND:

1. You have a concern/complaint about a neighbor (after attempting to talk to them),
2. You have a concern regarding common grounds,
3. You need help with HOA payments, or
4. You need a gate fob,

Use this order for fastest results:

1. Submit a request through Your Windtree Web-Portal: THA.ManageBuilding.com

2. Email: ClientServices@HOA.HOMES

3. Call 8am-6pm and 24/7 Emergency Call: [972-283-2539](tel:972-283-2539)

(Emergencies: Water, Flood, & Electrical)- Live Message with Live Operator so Call Can be Given

IF YOU ARE A TENANT AND:

1. You have a concern about a neighbor (after attempting to talk to them),
2. You have an issue involving common grounds, or
3. You need a gate fob,

Follow these steps:

1. CONTACT YOUR OWNER OR PROPERTY MANAGER FIRST

They must be the one to submit the official request on behalf of the Tenant.

2. If they are unresponsive:

Email: ClientServices@HOA.HOMES or call [972-283-2539](tel:972-283-2539)

Vehicle Registration & Towing Information

United Tows is the towing company for the community.

ALL VEHICLES MUST BE REGISTERED, Including Visitors, with United Tows to avoid towing.

For registration or towing questions:

[214-309-9100](tel:214-309-9100)

Vehicle Registration Portal: <https://unitedtows.net/Register/>

Unregistered or improperly parked vehicles are subject to tow at the owner's expense.

Community Expectations & Conduct:

Windtree is a Condominium Community. Each Unit is Individually Owned.

Think of it as a neighborhood where everyone owns individual homes but shares the responsibility for the exterior common property.

Management wants to enforce violations and maintain order, but for the system to work efficiently, all concerns must come through the proper channels listed above.

We appreciate vigilant neighbors who help maintain the health and safety of our Community.

Trespassing or Illegal Activity (whether Tenant or Guest) will not be tolerated under any circumstances and immediate notice to vacate the premises will be required. Those not maintaining their Units as an Owner/ Tenant, the City of Dallas will be advised and Rule Violations from the Association will be sent out.

Thank you,

Windtree Condominiums Homeowners Association Board of Directors & THA Management