



## IMPORTANT MEMORANDUM

DATE: August 31<sup>st</sup>, 2023

TO: High Meadow Cooperative #1 Shareholders/Residents

FROM: Jenna Guiliano, Property Manager

RE: Upgrade to Smart Laundry Machines – POSTPONED

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Please be advised that Hercules has postponed the upgrade to our laundry machines. They have given us a new date of Wednesday, September 6<sup>th</sup>, 2023. We have expressed our frustration of this sudden change to them. Please continue to use your old cards until the upgrade is complete.

As a reminder, each room will be closed temporarily for the upgrade so residents should plan accordingly. The changes include a Smart Mobile App, so residents know when their load is completed and well as new laundry cards to be given to everyone.

Since everyone received new money cards residents should keep their balances on their current cards to a minimum. If residents have a remaining balance once Hercules installs the new equipment residents should email [cardtransfer@hercnet.com](mailto:cardtransfer@hercnet.com) with their current balance and their new card # or email address, they will either provide a code for you to transfer the balance to your new card at the revalue kiosk located in each laundry room or they will add to your app whichever you prefer.

Should anyone have any questions please email management at [jguiliano@stillmanmanagement.com](mailto:jguiliano@stillmanmanagement.com) or call 914-813-1900.

Thank you for your immediate attention to this matter and we hope that everyone enjoys this new upgrade to the community!

Management