



Date: July 25, 2025

Homeowners and Residents,

We are pleased to introduce PMI Louisville Property Management and inform you that we will be taking over management of Rock Springs Farms HOA, effective August 1st, 2025. We are very excited to be a part of your community, and we are looking forward to creating a fantastic relationship with every homeowner and resident. We take pride in working with you to keep the community looking and functioning at its best.

You can get in contact with us through the website portal by clicking on the Contact Us button, or you may direct any questions or concerns to your new property manager, Cindy Bingham, at 502-519-5456 or email us at Rockspringsfarms@pmlouisville.com. Please leave a voicemail and we will get back to you. Please allow 24-48 hours for a returned call if using this method. Our office hours are 9am-4pm Monday through Friday.

We have created a website portal for the use of all homeowners and residents. By using this website portal, you may pay your fees online, submit work orders, review violations, submit Architectural Control Change requests, and check your balance in real-time. You will also be able to review all documents associated with your community. To see all the features of the website portal, once you log in, you can click on Documents where you will find a website portal manual that will give you instructions and details about the website portal. You can register at www.pmilouisville.com. In the upper right-hand corner, click Customer Login. Under Associations, click Homeowner Login. Click on Register in the upper right-hand corner. You will not need your account number to register for the site. Important note: Please allow time to see any balances reflected on your account as we work through processing the account balances over by the prior management company. If you need help registering for the portal, please reach out and we will be happy to help.

Options for your paying your annual dues will be:

Pay Online in the Portal:

Credit card – processing fee added

Electronic check - processing fee added

Mail in a check made payable to your HOA and send to:

PMI Louisville
2525 Nelson Miller Parkway, Suite 202
Louisville, KY 40223

Bill Pay:

If using Bill Pay, please have the bank put your address on the check so we know which account to credit.

The staff at PMI are very happy to serve you in any way we can. We are excited to be working with your board of directors and assisting them in making your community a great place to live.

Sincerely,
Cindy Bingham
Owner, PMI Louisville