STONEYBROOK
MOBILE HOME VILLAGE



Hello, Stoneybrook Residents!

We're excited to introduce Osprey Management as your new community management team!

Our goal is simple: to create a well-maintained, welcoming community where residents feel proud to call home. We believe that starts with consistent communication, responsive management, and thoughtful investments in the places where you live.

As we get to know Stoneybrook, we'll be reviewing the community's needs, listening to your feedback, and identifying opportunities to make meaningful improvements.

We're looking forward to getting to know you!

Your Voice Matters: Resident Survey

We want to hear from you!

As we begin planning for 2027, your feedback will help us better understand what is working well at Stoneybrook and where we have opportunities to improve.

Whether it's community maintenance, amenities, landscaping, communication, or something else, we encourage you to share your thoughts.

Your feedback will help guide our priorities as we develop future community improvement plans.

Complete our Resident Survey

Investing in Our Community

We're beginning to evaluate several opportunities to enhance Stoneybrook and improve the overall resident experience.

Some areas of focus include:

- Playground and common-area improvements
- Exploring the addition of a dog-friendly recreational area
- Landscaping, signage, and overall curb appeal
- Improvements to vacant lots and underutilized community spaces
- Ongoing property maintenance, safety, and cleanliness

These improvements are currently being evaluated, and individual projects and timelines have not yet been finalized. We'll share updates as plans develop.

Introducing the Osprey Standard

At Osprey, we believe every community deserves a consistent standard of care.

The **Osprey Standard** is our commitment to community appearance, safety, maintenance, communication, and the overall resident experience.

You'll begin seeing this reflected in how we maintain the property, respond to requests, communicate with residents, and plan improvements.

Our goal is to make Stoneybrook a community we're all proud of.

Stay Connected With Your Management Team

Have a question, maintenance concern, or suggestion? We're here to help!

Community Office: 62 Stoney Dr, Dupo, IL 62239
Phone: 618-515-7500
Email: stoneybrook@osprey-management.com
Maintenance Requests: https://della.twa.rentmanager.com/
After-Hours Emergencies: 618-515-7500 and select option 9

Please make sure we have your current phone number and email address so you don't miss important community announcements.

Make Rent Payments Easier

Did you know you may be able to manage your account and make payments online?

Our resident portal is designed to make managing your account more convenient.

Through the portal, you can access available account information and payment options without needing to visit the office.

Get Started

1. Visit https://della.twa.rentmanager.com/
2. Follow the instructions to register or sign in.
3. Review your account and available payment methods.

Finding Your Account Code: Your account code is unique to you and can be found in the welcome email you received. If you cannot locate your welcome email or account code, please contact the office for assistance.

Questions about getting started? Contact the management office, and we'll be happy to assist.

Winter is Coming - Let's Get Ready!

As colder weather arrives in Illinois, here are a few friendly reminders to help keep our community safe and prepared.

Protect your pipes: Make sure exposed water lines are properly protected and heat tape, where applicable, is functioning safely. If you notice a leak or frozen water line, contact management promptly.

Keep walkways clear: Please help maintain safe access around your home and use caution during snow and icy conditions.

Prepare for snow removal: Keep vehicles in designated parking areas and follow any community snow-removal instructions so crews can safely access roads and common areas.

Secure outdoor items: Bring in or secure loose decorations, furniture, and other items that could become hazards during winter weather.

Check your heating and safety equipment: Test smoke and carbon monoxide alarms and follow manufacturer guidance for safe heating practices. Never use outdoor grills or generators indoors.

Holiday decorations: We love seeing our community celebrate! Please keep decorations safely secured and avoid blocking sidewalks, utility access, or emergency routes.

A Little Kindness Goes a Long Way

As we head into the holiday season, we encourage everyone to look out for neighbors, lend a helping hand when possible, and help us keep Stoneybrook a welcoming place to live.

Thank you for being part of our community. We look forward to a great year ahead!

- Your Osprey Management Team

A Fun Little Challenge!

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I	I	F	G	A	J	V	J	E	D	V	D	A	S
H	H	X	A	M	Y	E	I	Q	C	Q	H	D	L
T	E	T	M	O	Q	G	M	A	A	M	W	I	E
O	Y	L	W	C	H	G	C	O	P	O	I	L	V
W	P	C	P	B	O	C	Z	Z	C	F	N	O	J
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NEIGHBORS
COMMUNITY

WELCOME
HOLIDAY

SNOWFLAKE
WINTER