

Woodland VillageWebsite: www.TownSq.io; E-Mail: Info@associasn.com**WELCOME LETTER**

October 23, 2023

Dear Homeowner(s),

Eugene Burger Management Corporation (EBMC) has made the decision to discontinue providing management services to Owner Associations company wide and have partnered Associa to take over the management of your community effective November 1, 2023.

Welcome to Associa Sierra North! This letter contains important information about your Association and how it is run. Please read thoroughly.

Associa Sierra North

Associa Sierra North has been in business since 1988 and is a member of the Community Associations Institute (CAI), a national organization created to educate and represent community associations. We hold the prestigious designation of an *Accredited Association Management Company (AAMC)*. Should you have any questions regarding your Association call 775-626-7333. You can also email us at Info@associasn.com. Associa Sierra North also maintains a 24-hour emergency service. Service requests, comments or questions for the Board should be directed to the Board by mail to the address above, or by email.

ASSESSMENTS

The option to pay assessments via ACH at EBMC will expire on 10/27/2023 and will re-commence with Associa in the month of January. If you signed up with ACH (Auto withdrawal from your account) with EBMC, this option will be turned off October 27th. If you wish to sign up once more at Associa, please review, complete, and return the enclosed ACH form to resume payment of assessments electronically. ACH transactions occur on the 5th of each billing month. ACH forms may be returned directly via email to cscdirectdebit@associa.us. Please include a copy of a voided check. The completed form must be received no later than December 20th, 2023, to take effect in January 2024.

Online Payments- Please note that if you were paying your assessment via the online portal through EBMC, this option will expire on 10/20/2023. Payments can be setup via our Town Square portal.

In the efforts to keep cost down for your association Coupons and Statements will not be sent out for November & December. Please mail in to:

Woodland Village
c/o Associa Sierra North
P.O. Box 63515
Phoenix, AZ 85082-3515

LATE FEES WILL BE WAIVED FOR 60 DAYS AS WE COMPLETE THE TRANSITION

Effective 1/1/2024

New coupon books/Statements are mailed annually for the upcoming fiscal year. The address on the coupons is for direct mail to the Association's bank. Please only include payments and coupons or statements in this envelope. All other correspondence should be sent directly to the Association.

If you own more than one property, please write separate checks for each property. Each property requires its own coupon, and each coupon requires its own check. Separate checks are required so that the bank can apply the monies correctly to each account.

ASSESSMENT PAYMENT OPTIONS

The Association has tried to make paying assessments as convenient as possible. Did you know that you can pay one month or the entire year with one coupon, online, or by credit card? There are several options to make payments:

Mail with Coupon: Send a check for your assessment with a payment coupon (direct to the bank).

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Electronic Funds Transfer aka Direct Debit: The easiest and most efficient option for payment is Direct Debit. This automatically transfers the payment electronically from your bank account into the Association's bank account between the 5th and 10th of the month. No coupons required. There is a form enclosed if you wish to sign up for this program. Please note that owners who use Direct Debit will not be sent annual payment coupons. However, if at any time you change your payment method and you need payment coupons, or you wish to cancel your Direct Debit contact Associa Sierra North.

Online: Pay through **TownSq**. See login/registration instructions below. This option allows you to pay online from your bank account or credit card. Service fees apply.

Bank Bill Pay: You may contact your bank and set up automatic or self-directed bill pay through your bank. You will need to provide them with the information located on the bottom of your coupon indicating your account number and where to send the payment.

CHECK YOUR REAL-TIME ACCOUNT INFORMATION THROUGH TOWNSQ

TownSq is an easy way to communicate with the HOA and see your real time account information for assessments, payments, covenants (if applicable), work orders, architectural request status, documents (minutes, financials), forms and more. **TownSq** is available for Android and iOS...Download the App and have account information accessible on your phone! Go to www.TownSq.io, click login at the top of the screen – wait a few seconds for it to load. Click on “Need to Register” below the green login button. You will be asked to insert your account number, association property zip code and first and last name. Click “continue”. Click on sign-up. Once registered you can modify your profile for how you want to receive notices. If you need further assistance, please contact Townsq Customer Service at 844-281-1728.

OWNER INFORMATION (Form enclosed, please complete and return)

For us to provide you with the best possible service please complete the enclosed Owner Information form and return to us at your earliest convenience.

HOW TO REQUEST COMMON AREA MAINTENANCE SERVICE

Non-emergency service to common areas can be requested by submitting your request online through TownSq or emailing the Association at Info@associasn.com. If your concern requires immediate attention, please call Associa Sierra North 24/7 at 775-626-7333. In the case of an emergency call 9-1-1.

BUDGET, ASSOCIATION DOCUMENTS, INSURANCE & TENANTS

During the escrow process you should have been provided with the Association's governing documents, including Articles of Incorporation, Bylaws, CC&Rs, Budget and any related policies. The Association maintains an insurance policy that covers the common areas of the Association. Homeowners are responsible for contacting their insurance agent for what each owner needs to insure. Please be sure to provide anyone staying in your home with the policies of the Association. **Owners are responsible for being certain that any tenants or guests follow the CC&Rs and/or rules and regulations.**

BOARD & MEMBERSHIP MEETINGS

The annual members meeting, and routine board meetings are noticed to owners in advance. Owners are invited and encouraged to attend. Minutes are available to owners 30 days after the meeting date.

We hope that you enjoy your ownership at Woodland Village.

Sincerely,
Associa Sierra North

Woodland Village

Website: www.TownSq.io; E-Mail: Info@associasn.com

OWNER INFORMATION

Information provided is for the exclusive use of the Association and will not be given away or sold for any other purpose.

Date: _____

Owner(s) Name: _____

Property Physical Address: _____

Billing/Mailing Address: _____

Phones: Hm _____ **Wk.** _____ **Cell** _____

Rental Agent and/or Tenant Information (use back side of this form if additional space is needed):

Owners are responsible to update the management office with current tenant information. This is for informational purposes only. Correspondence will be sent to the owner's mailing address above.

Agent Name: _____ Phone: _____ Email: _____

Tenant Name: _____ Phone: _____ Email: _____

Emergency Contact:

Name: _____ Phone _____

EMAIL AUTHORIZATION - To enhance timely and effective communication between the Association and the unit owners, you have the option to receive correspondence via email in lieu of US Mail. Please complete below if you would like to receive email communications.

_____ Email _____ Email _____

_____ Homeowner Signature _____ Date _____

For Management Office Use Only: Date _____ Initial _____ Comments _____



REQUEST FOR AUTOMATIC PAYMENT OF ASSESSMENTS

Thank you for your interest in Electronic Funds Transfer also known as Direct Debit. Please fill out the following information to complete this request. All information below is required. If not provided, there will be delays in processing your direct debit request.

This form must be received no later than the **20th of the prior month**. The automatic payment process will begin with your next assessment period once we have received your completed form and either your voided check or letter from bank that includes your full account number and routing number.

HOMEOWNER AUTHORIZATION FOR ELECTRONIC FUNDS TRANSFER

I authorize the branch and the financial institution listed below to debit my bank account automatically for each association assessment billing period.

Management Company Name: _____

Homeowner Name: _____

Homeowner Account Number: _____

Association Name: _____

Address and Unit Number: _____

City: _____ State: _____ Zip: _____

Start Date (MM/YYYY) ____/____/____

Cancellation Date (MM/YYYY) ____/____/____ (No banking information is needed for cancellation)

Cancellation Date
Homeowner Bank Name: _____

Homeowner Bank Routing Number: _____

Homeowner Bank Account Number: _____

- CHECKING ACCOUNT** – Include a voided check from the account you would like to debit.
- SAVINGS ACCOUNT** – Include a letter from bank that includes your full account number
 and routing number. **Statements will not be accepted.**

Only checks from US banks will be accepted. Deposit slips cannot be used in place of a voided check.

Signature: _____ Date: _____

Forms received after 20th will not be set up to run next assessment period. Direct Debit will be set up to run for the following assessment period.

**Return the form and voided check/letter via email to:
CSSCDirectDebit@associa.us**

Experience COMMUNITY Your Way



ONE PARTNER. ONE COMPLETE SOLUTION.

Community living has never been easier.

Meet your neighbors, manage your account, and access the resources you need for better community living, all through one user-friendly app.

Available for FREE to Associa communities, join TownSq now to start experiencing community your way!

- Connect with your neighbors
- Collaborate on community happenings
- Stay up to date on association interests
- Manage your account
- And more, any time on any device.

Your account is already set up and ready to use. Simply download TownSq in the app store using your mobile device or register at www.townsq.io with your Associa account number and zip code.



1.877.ASSOCIA | www.associaonline.com

CONNECT. COLLABORATE. STAY UP TO DATE.

Designed as an all-in-one solution for managing communities, TownSq delivers the most complete, mobile community experience by helping you connect, collaborate and stay informed on everything happening in your community.

CONNECT

- Easily communicate with your neighbors, community management team and board
- Access and update your account
- Pay online and review account balances anytime
- Make your voice heard with community polls

COLLABORATE

- Submit work orders, service and architecture requests with no hassle
- Reserve and manage common areas and amenities
- Manage committee special projects and assignments
- Post community updates and announcements quickly
- Save time and reduce paperwork

STAY UP TO DATE

- Get up-to-date community news and events
- Receive status updates on your requests
- Schedule push notifications for upcoming projects and completed assignments
- Upload and access association documents whenever you need



844.281.1728 | www.townsq.io