

November 23, 2018

Dear Homeowner(s),

Your Board has recently retained our firm, Community Management Professionals LLC, effective December 1, 2018 to administer the business affairs of your community. We appreciate their confidence and we will work to provide you with the services that you require. CMP is an Accredited Association Management Company; this means that we have met the national criteria for competence and operational safeguards of our clients’ assets. All companies that have achieved the AAMC® accreditation must maintain fidelity, general liability and worker’s compensation insurance, and comply with federal, state, and local laws in addition to all of the educational requirements. We understand our obligation to your community and are dedicated to providing top quality service.

As your business office, we maintain the Association’s records. This includes contracts, insurance policies, legal documents, owner(s) names, addresses and telephone number(s), general correspondence, etc. Our company’s telephone numbers, website, and email addresses are where you will call/email with questions, service requests, or to express your opinions. This information is then forwarded, if necessary, to the Association’s Board. Assessment collection, banking, bill payment, budgeting, and financial reporting to the Board are also our responsibility. Information can also be obtained on our website at [www.cmpmgt.com](http://www.cmpmgt.com/).

Our maintenance responsibilities are: (1) drafting specifications for routine common area maintenance, etc., (2) repair of the common areas/facilities, (3) bidding contracts to qualified contractors and (4) monitoring the contractors to ensure the work is properly completed.

We interact with the Association’s other support professionals, i.e., attorney, accountant, insurance agent, and consultants.

Your **December 2018** assessment payment coupon is enclosed to accompany your check. Payment should be made payable to The Village of Sewickley Hills Condominium Association. Please send this payment to the address below / on the payment coupon. And if you choose the “payment coupon” method of paying association dues, a coupon booklet will be sent to you before December 31, 2018 (see payment options attached).

The staff at Community Management Professionals, LLC, that will be working with your Association include:

**Melissa J. Ruff** - Melissa is the Community Manager assigned to your community. Melissa can be reached through email at mjruff@cmpmgt.com or by telephone at 412-279-9280, extension 210.

**Abraham Atallah** - Abe is your Assistant Community Manager, and is responsible for all administrative records and email/telephone contact with the owners of your community. Abe can be reached through email at aatallah@cmpmgt.com or by telephone at 412-279-9280, extension 190.

Tammy Mersing is the Office Manager at CMP. Tammy has been with our company since 2002 and has over 30 years of experience in the customer service/administrative industry.

Amy Johnson, Accounts Receivable, can assist owners with questions regarding their assessment payments. Amy can be contacted at extension 160 or by e-mail at ajohnson@cmpmgt.com, Monday through Thursday 8:00 am to 4:00 pm and Friday 8:00am to 12:00 pm.

Enclosed is an Owner/Occupant Form, **December** Payment Coupon, Assessment Payment Explanation and Choice Form. Please take a few minutes to review the additional assessment payment methods and complete the enclosed monthly assessment payment choice forms. **Please return the forms as soon as possible.** If you have any questions about these forms, please email or give Abe Atallah a call.

We look forward to a long and mutually beneficial relationship with all of the members of The Village of Sewickley Hills!

Community Management Professionals, LLC
F. David Sylvester, President / CEO

Enclosures:

 Assessment Payment Method Form

 ACH/Direct Debit Instructions

 Assessment Payment Choice Form

 Owner/Occupant Information Form

200 Commerce Drive, Suite 206

Moon Township, PA 15108

www.cmpmgt.com

Community Associations Institute, Accredited Association Management Company



**Assessment (Association Dues) Payment Methods:**

The four choices of assessment payment method are:

1. Recurring “ACH” Direct Debit payment of your authorized bank account set up with Alliance Bank
2. on-line (e-check) payment via the internet
3. credit card via the internet (Please note that VISA is NOT accepted.)
4. payment coupons

The choice is yours. The direct debit and on-line payment systems are **free** to both the owners and the Association. Owners choosing to pay by coupon will be charged a one-time annual fee of $15.00 and credit card payments will be charged a **3% per transaction fee** by the bank.

Starting in **January**, if using a coupon, please mail your payment, with the corresponding month's coupon, in the envelope provided to:

**THE VILLAGE OF SEWICKLEY HILLS CONDOMINIUM ASSOCIATION**

c/o Community Management Professionals, LLC

P.O. Box 98039

Las Vegas, NV 89193-8039

Payments are due the first (1st) day of each month, are past due the second (2nd) day of the month, and will accrue a late penalty charge according to your community’s documents. To avoid any late payment charges, be sure to mail your payment and coupon, or arrange your choice of payment method, so they are received by the first (1st) day of the month in which it is due.

If you have chosen the coupon method of payment, please check them carefully when they arrive to verify that all information is correct. Note any changes on one of the coupons before mailing it to the lockbox address above. Your changes will be forwarded to our accounting department and the necessary corrections will be made.

After December 2018, assessment payments should NOT be mailed to CMP. Assessment payments of cash or check mailed to CMP will be charged a $5.00 handling fee. Assessment payments of cash or personal check sent to the lockbox without a coupon will be charged a $5.00 handling fee. Please note that any invoice payments (for example, late payments, late fees, utility fees or clubhouse rentals) sent to CMP will be scanned and electronically processed. The transaction will appear on your bank statement and that will be considered your receipt, as your canceled check will not be returned to you.

ACH/Direct Debit for Community Association Payments

* You will need to access the payment portal through our website at [www.cmpmgt.com](http://www.cmpmgt.com/) On-Line Payments. The management company ID is **454,** you will need that number for *recurring* e-Check payments and credit card payments. Your individual association number is **657** and your unit ID is \_\_\_\_\_\_\_\_\_.
* You will create a user account and establish your profile with your email address and a password that will allow you to set up *recurring* e-Check payments.
* You choose the date you desire the debit to occur. This date should be approximately four days before your due date to allow for processing.
* You will be sent a reminder email approximately five days before the debit occurs.
* You will be responsible to edit the debit amount in the case of a budget increase in dues or discontinue the service should you move out of your unit.
* The new system includes enhancements to the user including real time validation of property information and more robust confirmation screens and emails.

ASSESSMENT PAYMENT CHOICE

*Please respond with 10 days of receipt of this form. Thank you!*

Name: Unit Address:

By completing this form, I am instructing Community Management Professionals, LLC of my intention to pay my Village of Sewickley Hills Condominium Association assessments in the following manner:

\_\_\_\_\_\_ Recurring (“ACH” Direct Debit) Payment. I have completed the bank activation in accordance with the enclosed instructions to initiate a recurring payment of the monthly assessments by Alliance Bank.

\_\_\_\_\_\_ E-check *or* Credit Card (Master Card, American Express, or Discover) via the internet at [www.cmpmgt.com](http://www.communitymanagementsolutions.com/), online services, make a payment. I will be responsible each month for initiating my electronic payment via the internet.

 I do not want coupons ordered for payments.

 NOTES:

 1) VISA credit cards are not accepted.

2) There is a 3% per transaction bank fee charged for owners choosing to pay by credit card.

\_\_\_\_\_\_ Payment Coupons. Please order a coupon booklet for my unit. The annual charge for coupons will be included on my first coupon.

Date Signature

**THE VILLAGE OF SEWICKLEY HILLS CONDOMINIUM ASSOCIATION**

**OWNER/OCCUPANT INFORMATION**

Owner 1 Name:

Owner 2 Name:

Telephone Numbers: Owner 1 (H) (W)

 Owner 2 (H) (W)

Unit Address:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Unit #

Owner Mailing Address: (Street)

(City)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(State)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(Zip Code)

Owner’s e-mail address

Resident Children’s Name(s) and Ages:

Resident Pet Description: Pet 1)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Pet 2)

Owner 1 Emergency Contact Person: Phone #

Name Mortgage Holder:

Address of Mortgage Holder:

Person for Certificate of Insurance at Mortgage Company:

Homeowner Insurance Information: Company

Agent: Phone #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Policy Type

Tenant Name: (if applicable)

Telephone Numbers: Tenant 1 (H) (W)

 Tenant 2 (H) (W)

Tenant Emergency Contact Person: Phone #

Tenant’s e-mail address