

August 21, 2019

RE: New Management

Dear Unit Owner of Sun Ridge Owners' Association:

As you know, Associa Community Management Corp. (CMC), has been hired to manage the affairs of your Homeowners Association, beginning on September 1<sup>st</sup>, 2019. We are thrilled to be engaged with an association of Sun Ridge's stature and look forward to partnering with your Board to continue to enhance the property, both physically and from a customer service perspective. CMC is based in Fairfield, NJ, has specialized in association management since 1979 and is part of Associa, the nation's largest association management company.

With the change in management comes a change with how you will pay your monthly maintenance fee obligation.

- First, you should cease making any further payments to Premier Management Associates.
- You should cancel any automatic payment arrangements that you have in place with Premier Management Associates
- Commencing with your September maintenance fee obligation, you will receive a monthly maintenance fee invoice from us, with details on payment options and login information to our state-of-the-art communication and access application [www.TownSq.io](http://www.TownSq.io)

Please include the payment stub from the enclosed statement with your payment to the new mailing address. If you would like to sign up for ACH/Direct Debit for your October payment, please remit the enclosed form **separately** per the instructions on that form, being sure to include your **new account number** from the billing statement enclosed.

Service requests, general inquiries, and account questions can be directed to TownSq at [www.townsq.io](http://www.townsq.io). Important Association documents and community updates are also posted to TownSq. Additionally, you can reach your management office at 908-237-0994.

If you have an emergency during non-business hours, please continue to contact our after-hours emergency service by calling 973-773-6262.

Once again, thanks for the opportunity to serve you, your community, and association.

Very truly yours,  
ASSOCIA-COMMUNITY MANAGEMENT CORP.

*Michael Pesce*

Michael Pesce, PCAM  
President

# 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](http://www.townsq.io) with your Associa account number and zip code.



1.877.ASSOCIA | [www.associaonline.com](http://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](http://www.townsq.io)

## Payment and Billing Options

We are happy to offer a number of different ways for you to pay the maintenance fees for your home as well as to receive billing information. By default, you will receive a maintenance fee statement in the mail each month. E-statements are available as well, simply go to [communityservices.opt-e-mail.com](http://communityservices.opt-e-mail.com) and register.

There are four ways to pay your maintenance fees:

**1. Pay by mail: free!**

Place your check and the remittance slip in the envelope provided in the mailing, add a stamp and drop it in the mail box. Please allow an extra few days for the mail to be received.

**2. Using your own bank's online bill pay: free!**

If you choose this method of payment the following must be done to ensure payment is received:

- Your Association name must be listed as it appears on the statement.
- Your account number must be listed as it appears on the statement.
- The address of the receiving bank must be listed as:

(Your Association Name)  
P.O. Box 67750  
Phoenix, AZ 85082-7750

**3. ACH Electronic Funds Transfer: Free!**

Enclosed is the form to sign-up for your maintenance fees to automatically be debited from an account of your choice each month. Note you will need to include a voided check to enroll.

**4. Pay via TownSq: Security convenience fee required**

Visit and register on our revolutionary platform at [www.townsq.io](http://www.townsq.io) where you can pay using your checking account or by credit/debit card. A convenience fee is charged to cover 3<sup>rd</sup> party expenses of keeping credit card and bank account information secure per PCI .

Your current account balance and history can always be found at [www.townsq.io](http://www.townsq.io). If you have any questions about the charges on your account, please call our local, Fairfield, New Jersey Customer Service Team at 973-773-6262.



# REQUEST FOR AUTOMATIC PAYMENT OF ASSESSMENTS

Thank you for your interest in Electronic Funds Transfer. Please fill out the following information to complete this request.

## 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. **Note: Information below is required. If not provided, there will be delays in processing your direct debit request.**

Management Company Name: Associa Community Management Corp.

Homeowner Name: \_\_\_\_\_

Homeowner Account Number: \_\_\_\_\_

Association Name: \_\_\_\_\_

Address And Unit #: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Direct Debit Start/Stop Date (MM/YYYY): \_\_\_\_\_ / \_\_\_\_\_

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 letter from bank that includes your full account number and routing number. **Statements will not be accepted.**

*Only checks for US Banks will be accepted. Deposit slips cannot be used in place of a voided check.*

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

*In order for funds to be pulled in time for next month's assessment, 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.*

**Return by email: Scan and send this form and a voided check to: [csscdirectdebit@associa.us](mailto:csscdirectdebit@associa.us)**

**Return by mail:**

Complete and send this form and a voided check to the following address:

 **OR** 

**Associa**  
1225 Alma Rd., Suite 100  
Richardson, Texas 75081