



FirstService
RESIDENTIAL

Association Dues Made Easy

Pay Your Dues Online

Residents have a convenient and secure way to pay association dues online through our provider, **ClickPay**. If you aren't already taking advantage of this payment option, we request that you create your account today and begin making individual or automatic recurring payments online.

Get Started: www.ClickPay.com/FirstService

- ① Click **Register** and then create your online profile with **ClickPay**
- ② **Link Your Home** using the account number found on your statement or coupon
- ③ Select your preferred **Payment Option** (e-check for FREE or credit card for a fee)
- ④ Set up **Automatic Payments** or click **Pay Now** to make one-time payments

Scan below to sign up for e-payments



Payments by e-check can be made at no cost. Fees apply to payments made by credit or debit card. Please note the date you make your payment on ClickPay is not the date it is reflected on your account. Payments by e-check (ACH) before 9:00PM EST will debit from your bank account and settle the next business day. Payments by debit or credit card can take 3-4 business days to settle.



Benefits & Features

- ✓ Pay for **FREE** by e-Check
- ✓ Set Up Automatic Payments
- ✓ Pay by Credit/Debit Card
- ✓ Pay from Your Phone/Tablet

Online Payment Support

For help with your account or setting up payments online, please contact **ClickPay** online at www.ClickPay.com/GetHelp or call **1.888.354.0135 (option 1)**.



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March 20, 2019

Re: Change in Management Agent

Dear Westover Crossing Homeowner,

FirstService Residential is pleased to have been selected as the new management company for Westover Crossing replacing CAMCO Management effective April 1, 2019.

Our professional management experience is focused on the physical, fiscal, governance, and communication needs of your community. It is with this experience that we are able to provide leading edge technical, practical, and financial services designed for your association. While managing your association requires a proactive business-like approach, we never lose sight of the fact that your community is comprised of homeowners like yourself, each deserving of personal attention. As such, we passionately strive to provide the highest level of customer service.

❖ **Community Manager/Customer Care Center:**

Our FirstService Residential in-house Customer Care Center associates are available to assist with your questions or concerns, account balance inquiries, work order requests, etc. They are your first line of contact and are available 24 hours a day, 7 days a week at 1-800-870-0010. If our Customer Care Center is not able to resolve your question or request, they will relay your call to the Community Manager. Should there be an emergency related to fire, flood or safety please contact the Customer Care Center *after* notifying 911. Your new Community Manager, Pete La Rosa, as well as our dedicated support staff are working to ensure a smooth management transition. Pete's email address is **Pete.LaRosa@fsresidential.com**.

❖ **Maintenance Fee Payment Information:**

You will receive a coupon book in a separate mailing. This should arrive prior to May 1, 2019. The coupon book will contain your full account number which is required for payments. Please use the enclosed Statement for your April 2019 Association payment.

FirstService Residential provides you with multiple ways to make payments. *(Please note that payments currently being directed to CAMCO will need to be redirected to FirstService Residential effective as of your April 2019 payment.)*

HOA Monthly Fee Coupons

These are currently being processed and will be received prior to May 1. We will not be charging late fees to owners in the months of April and May 2019 to allow for the transition.

Pay by Credit Card or E-Check

We invite you to create your account with our provider ClickPay to start making payments online by registering at www.Clickpay.com/FirstService. Once registered, you can make payments by e-check (ACH) from a bank account with no fee or by credit/debit card for an additional fee. Further ClickPay information is enclosed.

Pay by Check, Money Order or Online Bill Pay

- **Checks or money orders** must be made payable to Westover Crossing Homeowners Association and mailed to the address below accompanied by a coupon. **Online Bill Pay:** If you currently utilize a personal online bill pay service to pay your assessments, you will need to delete any recurring payment routed to the previous management agent and set up a new recurring payment made payable to Westover Crossing Homeowners Association to be routed to the following mailing address. Also, please be sure to reference your newly assigned account number when setting up your recurring payment.

Please note: This address is for assessment payments only.

**Westover Crossing Homeowners Association
C/O FirstService Residential
P O Box 363
Emerson, NJ 07630**

❖ Census Form/General Correspondence:

Enclosed please find a census form. We are asking that all homeowners complete and return the form as soon as possible. The completion of this census form will ensure that the correct information is in our database which will enable receipt of valuable communication from the Association. The census form along with general correspondence can be mailed to the following address:

**Westover Crossing Homeowners Association
C/O FirstService Residential
400 Campus Drive
Suite 101
Collegeville, PA 19426
Email – Pete.LaRosa@fsresidential.com
Fax – 610-489-3413**

❖ HOA Homeowner portal Powered by FirstService Residential Connect™

As part of our service to you, FirstService Residential offers a web-based suite of tools called FirstService Residential Connect™. Access will be provided through a secure portal which will enable you to review account information, download forms and documents, view community calendars, contact the Community Manager and submit service requests. Please visit <https://WestoverCrossing.connectresident.com> to get started.

FirstService Residential welcomes you to our family of communities.

Sincerely,

David Readinger

Executive Director
FirstService Residential East Region