



March 28, 2022

RE: River Plantation HOA,

Dear

I am pleased to announce that River Plantation HOA Board of Directors has selected Associa® as the new managing agent for the community. We are proud to have been selected as the managing agent for your Association and look forward to commencing our management duties on **03/01/2022**.

As your managing agent, we will be providing your Association with a comprehensive management program to assist in the day to day operations of your community. Our services will include site visits to ensure the aesthetic appearance of the property is maintained, oversight of vendors, working with your volunteer Board of Directors, monthly financial reporting, and the collection of maintenance fees. TownSq is our enhanced community/owner portal and website solution. This all-in-one mobile app or website which owners can access their account balances, pay online & obtain documents online. Included is our TownSq sign up & download information sheet. Original download & account set up must be done on an actual computer/laptop. (excludes iPad & cell phone)

We offer several ways to pay your maintenance fees:

- Automatic Funds Transfer (Direct Debit) - Fill out the Direct Debit form (included in this packet)
- Pay online or on mobile app at your Town Sq owner account www.townsq.io.

Write a paper check, money order or on-line bill pay check through your bank and mail to the address below:

River Plantation HOA
C/O Associa Gulf Coast
PO BOX 527425 MIAMI FL 33152

IF YOU CURRENTLY PAY VIA AUTOMATIC BILL PAY, BE SURE TO UPDATE THIS ADDRESS WITH YOUR BANK. FOR YOUR CONVENIENCE, WE WILL ALSO BE SENDING YOU A PAYMENT COUPON SHORTLY.

Please always include the following account number with your payment to prevent delays in applying the payment to your account. **Your account number is:** _____. We encourage you to sign up for TownSq at <https://app.townsq.io/associa/signup> or download the app where you can view your account history and other Association information at your convenience.

Our office telephone number is (941) 217-7500, and for after hour emergencies press option 9. The Community Association Manager assigned to your association is Luisa Saraiva, and can be reached via email at manager@River-Plantation.com.

On behalf of our entire team, I want to personally welcome you to Associa®. We are looking forward to working with you. Please do not hesitate to contact us if we can be of further assistance.

Sincerely,

Stephanie Burtwell

Stephanie Burtwell
Director of Community Managers

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

Frequently Asked Questions About Management Transition to Associa®

- **Who can I reach for help?**
- Our office telephone number is (941) 217-7500, and for after hour emergencies press option 9. The Community Association Manager assigned to your association is Luisa Saraiva, and can be reached via email at manager@River-Plantation.com.

- **I already sent my payment to the previous management company; will I get credit for my payment?**
- Of course! We will have access to all incoming payments, regardless of whether they were sent to prior management. Once we have received the information from the prior management company, it will then be applied to the ledgers.

- **Do I need to stop my own Banks Online BillPay?**
- YES, you need to communicate with your bank to STOP payments or update with new banking and account number information. Associa cannot do this for you. If you do not reach out to proper non Associa parties your funds can still be taken and will be in limbo, eventually to return to your account after being held for an unknown period of time. Your bank possibly can still take payment if not timely enough notice, where you can find yourself paying twice. You will not receive a refund rather your account will be documented, account ledger updated, and you will be ahead of schedule. Due to Transition period a refund cannot take place. As it too lengthy of a process and a new payment period will occur before this would be able to happen

- **Have my maintenance fees changed? Has the due date for payments changed?**
- No, your maintenance fees have not changed. No, the due date for payments remains the same.

- **Can I set up direct debit (ACH) with Associa?**
Yes, Direct Debit (ACH) is the most convenient method for paying your maintenance assessments. Enclosed with this Welcome Letter is the ACH/Direct Debit enrollment form.

- **Where do I send my payment?**
Write a paper check, money order or on-line bill pay check through your bank and mail to: PO BOX 527425 MIAMI FL 33152. Please be sure to include the Account Number _____ and make the payment out in the name of your Community Association.

- **I was making payments through the Bill Pay system offered by my bank. What do I need to do to ensure these payments make it to the right place?**
- Please update the payment address and your Associa Account Number _____ in your bank's bill pay system. The new address is: PO BOX 527425 MIAMI FL 33152.

- **I have prepaid my assessments in advance for the year. Will Associa know that I have paid in advance?**
- Absolutely, there's no need to worry. Once we have received the information from the prior management company, it will then be applied to the ledgers. Your balance will carry forward and you can verify your account balance online at your Town Sq account at www.townsq.io

- **I tried logging into Associa's website using the instructions that were sent to me, but my account information isn't reflecting there yet. How can I access this information?**
- Once we have received the information from the prior management company, it will then be applied to the ledgers. If this information isn't already available, please check back after the 15th of the month to allow time for updating.

- **I haven't received my payment coupons yet. How can I submit payment?**
- Coupons are on their way to you! In the interim, you can make payments via the following methods:
 - ✓ Automatic Funds Transfer (Direct Debit) - Fill out the Direct Debit form (included in this packet)
 - ✓ Pay online or on mobile app at your Town Sq owner account at www.townsq.io
 - ✓ Write a paper check, money order or on-line bill pay check through your bank and mail to: PO BOX 527425 MIAMI FL 33152

- **I need to update my contact information. How can I do so?** Please log-in to your account on TownSq account at <https://app.townsq.io>. To log-in, you will need the account number _____ & your unit zip code. Then under the request option choose open request and submit any changes that you need. This request will go to your manager who will update your information (you can also attach the completed owner information form if that is easier)



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 Gulf Coast

Homeowner Name: _____

Homeowner Account Number: _____ (email: manager@river-plantation if you need this)

Association Name: River Plantation Homeowners Association

Address And Unit #: _____

City: Parrish State: FL Zip: 34219

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

OR Return by mail: Complete and send this form and a voided check to: **Associa** 1225 Alma Rd., Suite 100, Richardson, Texas 75081

Delivering unsurpassed management and lifestyle services to communities worldwide.



OWNER INFORMATION FORM

- River Plantation HOA

By signing up at townsq.io you can verify if your contact information is up-to-date. If it is not correct, you can update us by completing this enclosed Owner Information Form or submitting a request online through townsq.

Enclosed is an Owner Information Form— we appreciate you taking a few minutes to complete this form; you may submit via mail to: Associa Gulf Coast 5316 PAYLOR LANE, SARASOTA, FL 34240

Occasionally, a maintenance problem will occur, and it is imperative to contact the owner or enter the home in an emergency situation. Repairs have been hampered when the owners were away on vacation or residing outside the area. In several instances there was extensive damage simply because the Association had no way of contacting the owner or obtaining access to the home. To avoid this type of problem and to keep the homeowners' records current, we are requesting you complete the information below. This information will be kept confidential. Please be assured that the Association's only intent is to protect your property to the very best of their ability.

HOMEOWNER INFORMATION (Legal Title Holder)

NAME _____

PROPERTY ADDRESS _____

MAILING ADDRESS _____

HOME PHONE _____ WORK PHONE _____

CELLULAR PHONE _____ EMAIL _____

Please list the names of occupants residing in the home, including owners and renters:

1. NAME _____

2. NAME _____

3. NAME _____

4. NAME _____

EMERGENCY INFORMATION –PLEASE NOTE: This person will be contacted in case of an emergency we notice at your property if you are unable to be reached.

NAME OF PERSON TO CONTACT _____

RELATIONSHIP _____ TELEPHONE _____

TENANT INFORMATION

NAME _____ LEASE EXPIRATION DATE _____

Telephone _____

SIGNATURE _____ DATE _____

PRINT NAME _____