

Villages at Nashboro Twelve Condominium Association  
DBA The Fairways

Care of Clark Simson Miller

PO Box 26941

Charlotte, NC 28221

[www.csmhoa.com](http://www.csmhoa.com)

Ph: 865-315-7505

Fax: 865-315-7506

July 17, 2018

Dear Homeowner,

The Fairways HOA board has diligently interviewed several management companies and Clark Simson Miller is honored that we have been retained as the financial management firm of choice. **Clark Simson Miller will assume this responsibility effective August 1, 2018.** As your association is currently in transition with our company, we ask for your patience and understanding while we transfer your association files into our system. It can take up to 30 days to completely gather all the necessary information for a transition.

Our primary goal is to provide financial management services to your community. This includes the billing and collection of dues payments, handling association invoices from vendors, providing administrative support to the board, and working together to help the association meet its short term and long term financial obligations.

As such, Clark Simson Miller only handles concerns within the financial realm of managing the association. These concerns can be directed to [support@csmhoa.com](mailto:support@csmhoa.com) or by calling our office at the number above. We strongly encourage all homeowners to use the web portal for basic inquiries. Your web portal will have your account balance, contact information, and other information related to the association. Please keep in mind that some of this information will not be available until after the transition period as we are working to load everything into our system.

Please visit the web portal to make sure we have your up-to-date contact information. Please remember to update your portal anytime you make changes to your contact info.

If you have a concern that is "non-financial," it should be sent to your Board of Directors for assistance.

We welcome you to the Clark Simson Miller family. You may notice we use the word family, when it comes to those communities that select us; we think of you just like that. Welcome to a new level of service. Welcome home to CSM.

Kind Regards,  
Clark Simson Miller

### Instructions for Dues Payment

Please make all checks payable to “Villages at Nashboro Twelve Condominium Association” and **use the address below for all dues payments.** Checks or Online Banking must show the following:

1. Management Co ID: 4547
2. Association ID: 243
3. Account Number: 13400

Villages at Nashboro Twelve Condominium Association  
Care of Clark Simson Miller  
P O Box 52344  
Phoenix, AZ 85072-2344

### Instructions for Online Account Access

CSM provides a web portal at no cost to the association. This portal allows all homeowners to access their individual account history as well as documents and information related to the community. Please note that some of this information may be missing as we work through the transition period with your association. To access your account, please use your web browser and go to the website below. Once you log in, you will be able to change your password to one of your choosing. If you need assistance, please send an email to [support@csmhoa.com](mailto:support@csmhoa.com). All requests will be answered within 1-3 business days.

[https:// web.csmhoa.com](https://web.csmhoa.com)  
Username: s13547c134  
Password: 4MdYQHJ

### Instructions for Online Payments

In addition to sending a check, CSM offers multiple options for owners to pay their dues. To pay your dues online, please visit <http://www.csmhoa.com/e-payment> and click the “Pay Dues Online” button. We accept electronic checks, ACH draft, and all major credit cards. Please note that credit card payments will incur an additional fee by the bank to cover the processing costs.

### Instructions for Automatic Withdrawal of Association Dues (ACH)

We offer an automatic withdrawal program as a way to pay your Association dues. If you wish to sign up for the ACH draft, please complete the enclosed form and return to our office. Special Assessments and all additional assessments passed by your association are **not** automatically drafted so be sure to indicate on the form if you want additional assessments drafted.

**NOTE:** Most transitions take up to 30 days to receive all of the necessary information about the Community from the previous managing agent. Because of this, **we are unable to draft a community during the first month of a transition.** (Ex. If your community starts January 1, we cannot draft until February). You have the option to remit payment the first month (by utilizing one of the payment methods detailed above) or you can authorize for us to double draft you the following month. Authorization to “double-draft” can be indicated on your completed ACH form. Or, you can email [accounting@csmhoa.com](mailto:accounting@csmhoa.com).

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**AUTOMATIC DRAFT OF HOMEOWNERS' ASSOCIATION DUES**

Clark Simson Miller offers the convenience of Automatic Direct Draft (ACH Draft) for your association assessments. The ACH Draft eliminates the need for you to write checks by debiting your homeowners' association assessments from your bank account. The account that you submit below will be **charged between the 5<sup>th</sup> -10<sup>th</sup> of each billing cycle**. To cancel the draft or change the account from which your dues are drafted, you must notify Clark Simson Miller in writing no later than the 3<sup>rd</sup> of the month to ensure changes/cancellation for that same month.

To set up the Automatic Draft:

1. Your association dues must be current.
2. Return this completed authorization form with a **voided check**. Forms received without a voided check will be processed using the numbers provided. **Bank returns due to incorrect routing or account numbers on the form will be subject to a returned check fee which will be charged to your account.**

You can return this form via email, fax or US Mail (as provided above).

*ACH Draft forms must be received by the 20<sup>th</sup> of the prior month in order to be added to the draft in the following month.*

**AUTHORIZATION AGREEMENT FOR AUTOMATIC DRAFTS**

**\*\*\*\*PLEASE NOTE:** The ACH Draft is set up to debit your HOA dues ONLY. If a special assessment is passed, we will not automatically deduct those funds unless authorized by you. Please indicate below whether you wish to have any additional assessments to be drafted.

**Yes**, I want special assessments drafted in addition to my regular Association dues.

**No**, I do not want special assessments drafted with my regular Association dues. I will remit payment separately.

I hereby authorize Clark Simson Miller, Agent for Nashboro Village Twelve Condominium Association to initiate debits from my checking account at the financial institution listed below. Dues will be deducted between the 5<sup>th</sup> and 10<sup>th</sup> of each billing cycle. This authority shall remain in full force and effect until Clark Simson Miller has received written notification from me of its termination, allowing reasonable time to act on my notification. I also understand that if corrections in the debit amount are necessary, it may involve an adjustment (credit or debit) to my account.

**This Authorization is Non-Negotiable and Non-Transferable.**

Name of Financial Institution: \_\_\_\_\_ Branch \_\_\_\_\_

Routing (ABA) #: \_\_\_\_\_ Account #: \_\_\_\_\_

Nashboro Village Twelve Condominium Association

Property Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

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

**Please circle the month that you would like for your ACH draft to begin:**

Jan Feb Mar Apr May Jun Jul Aug Sept Oct Nov Dec

Most transitions take up to 30 days to receive all of the necessary information about the Community from the previous managing agent. Because of this, **we are unable to draft a community during the first month of a transition.**

Please indicate below if you would like CSM to "double-draft" your dues Association dues.

**YES**, please double draft my dues.

**NO**, I will remit payment by physical check, bill pay or with an online payment.