



General Inquiries:

- **Support Department:** General inquiries, BOD contact request, payment coupons, web portal information, payment options and Governing document request.

Email: support@emspm.com

Phone: 855-238-8488

Accounting Inquiries:

- **Accounts Receivable:** Questions concerning ACH Draft and ACH forms, late fee removals, balance disputes and concerns, missing payments and payment plans.

Email: ar@emspm.com

Maintenance Inquiries:

- **Maintenance Department:** Maintenance requests that are covered by the HOA and follow-up on maintenance requests.

Email: repair@emspm.com

- **Architectural Submissions:** Submitting an ARC for changes on the outside of your home, questions regarding ARC process and follow up regarding your ARC submissions.

Email: arc@emspm.com

- **Violations:** Reporting a violation, disputing a violation and questions regarding a violation.

Email: violations@emspm.com

Office Hours: Monday–Thursday: 8:00 A.M.–5:00 P.M.

Friday: 8:00 A.M. – 2:00 P.M.

All general correspondence can be sent to:
Elite Management Services, PO Box 26366, Charlotte, NC 28221

When contacting EMS via written correspondence (US Mail or E-mail), please be sure to include your name, property address, phone number and the name of your HOA or Community Association.