



Westlake Villas Community Association

Dear New Homeowner:

Welcome to the Westlake Villas Community Association. We are pleased that you've chosen our beautiful community as your new home, and look forward to meeting you soon. To familiarize you with your new community we've included information below that we believe will be helpful to you.

Who to Contact and How:

Our association is professionally managed by FirstService Residential, and the management team assigned to Westlake Villas is Richard Chapman General Manager (Richard.Chapman@fsresidential.com) and Genesis Ruiz-Campos Assistant Community Manager (Genesis.Ruiz-Campos@fsresidential.com). Please contact Richard or Genesis if you have any questions or concerns; they will ensure you receive excellent customer service. You can also reach our management team at:

FirstService Residential Phone: 916-928-9900
12009 Foundation Place, Suite 310 Fax: 916-608-3067
Gold River, CA 95670

Onsite Office
Monday-Friday 8am to 3:30pm
4800 Westlake Parkway
Sacramento, CA 95835



Customer Care Department: **After Hour Emergencies** Available 24/7 800-428-5588

The Westlake Villas Community Association website:
www.westlakevillashoa.net

Knowing your Community Guidelines:

Westlake Villas Community Association's CC&Rs (Conditions, Covenants, and Restrictions), By-Laws, and Rules and Regulations are the legal documents that govern your community. These documents provide for the management and maintenance of the common area amenities and outline homeowner responsibilities as a member of the Association. You should have received copies of the governing documents for the Westlake Villas Community Association with your escrow documents, but if you require another copy or for easy reference of them (including but not limited to the CC&Rs, By-Laws, and Rules & Regulations) you can email your Management Team for a copy. We strongly suggest that you familiarize yourself with these documents. Homeowners who are familiar with the contents are more highly engaged in adhering to the Association's guidelines, resulting in a stronger sense of community spirit and pride.

Amenity Use and Access:

In order to obtain your key fob that will provide you access to the mailroom, pool and gym please contact your on-site office at 916-928-9900.

If you'd like to rent the Clubhouse, please contact Richard to check availability. You may obtain the rental application and information from Richard. Once completed, please return the form and rental/deposit payments to the on-site office.

Meet your Board of Directors:

The Board of Directors are the governing body of your association and consists of five of your fellow homeowners who are elected by the association members. Together they set policies and make decisions about the operations of your community, and management then follows their direction in implementation of the Board's decisions.

The Board meets monthly (typically the 4th Tuesday of the month) at 5:00 PM at the Westlake Villas Clubhouse located by the community pool at 4800 Westlake Parkway, Sacramento, CA. 95835 and Via Zoom. Board meeting dates are published on the bulletin board outside of the clubhouse.

There is a homeowner forum at each open session meeting (held every other month) so homeowners always have the opportunity to ask the Board questions and to provide constructive feedback for the Board's consideration. This is a great opportunity to meet our Board Members, General Manager, and others who are dedicated to our neighborhood.

The 2023 Board of Directors are as follows:

President	Esmail Behboodi
Vice President	Marci Oyler
Secretary	Fatima Larios
Treasurer	Bryan Posso
Member at Large	Vacant

We hope to see you at our next open session board meeting where we can meet and welcome you in person!

If you have any questions about your new community, please feel free to contact our management team at FirstService Residential or attend a future board meeting. Your questions and feedback are very important to us.

Again, welcome to the Westlake Villas Community Association. We're glad you're here.

Sincerely,

Westlake Villas Community Association Board of Directors

HOA ASSESSMENT FREQUENTLY ASKED QUESTIONS

How often are assessments collected?

Monthly

When are assessments due?

To avoid a late fee, payment must be received by the 15th of the month in which it is due. Payments received on or after that date will reflect on your next month's statement.

How much are assessment dues?

Every homeowner pays Association Assessments your 2023 assessment amount is \$308.60

How do I pay my assessments?

There are three (3) options for making assessment payments:

1. Pay Assessments by Check or Money Order

Assessments can be mailed to:
Westlake Villas Homeowners Association
c/o FirstService Residential California
PO BOX 30354
Tampa, FL 33630-3354

Pay Assessments Online

First Service Residential uses ClickPay as our platform for accepting payments online by e-check (ACH) now for FREE and by credit or debit card for a fee. You can enroll with ClickPay by creating an account at <https://www.clickpay.com/FirstService>. Should you need assistance with enrollment, please contact our 24-hour Customer Care Center at (800) 428-5588.

AUTOMATIC PAYMENT SET UP: If you'd like to have your payments withdrawn automatically, simply visit the Auto Pay tab in your account. Select your payment method, the month you would like your payments to start, and the day/frequency for your payments. You can set payments to run until canceled or have them run for any period.

Full Amount: Select this option if you want to pay ALL charges on your account automatically including recurring and one-time charges. Miscellaneous one-time charges, such as one-time special assessments, late fees, or work orders ARE included by selecting this option.

Pay Recurring Charges and Scheduled Assessments Only: Select this option if you would prefer to only pay RECURRING charges automatically, such as assessment fees, parking, storage, etc. Miscellaneous one-time charges, such as one-time special assessments, late fees or work orders, are NOT included.

Fixed Amount: Select this option if you to pay a FIXED amount of the total due. Any amount due above the fixed amount will not be paid automatically and you will need to submit a separate, one-time payment for overage.

2. Pay Assessments Through Your Bank's Bill Pay Service

You may use your own bank's bill pay service. Please be sure to update the address to the PO Box listed above. You will also need to reference your new 12-digit Payment Account ID.

Who do I contact if I have a question or issue with online payments?

For help with your account or setting up payments online, please contact ClickPay through their help center at www.ClickPay.com/GetHelp or call (888) 354-0135 (option 1).

How do I sign up for e-Statements?



- 1 **Create your eStatement account.**
Go to <http://estatements.welcomelink.com/fscalifornia> and click "Register Here."
 - 2 **Set up your password and security question.**
You are required to set up both. The security question will be used to reset your password in the future.
 - 3 **Verify your email address.**
You MUST click the link in the verification email to begin receiving eStatements.
 - 4 **View your statements.**
Click the month and year that correlates to the statement you would like to view. You may also download the statement as a PDF.
- Contact (855) 325-2016 or email team@welcomelink.com for technical assistance.

RESIDENT PORTAL ACCOUNT

FirstService Residential California is pleased to provide access to online account inquiries through your community's Resident Connect website. Your community's Resident Connect website address is <https://WestlakeVillasHOA.connectresident.com>. Once on your community's Resident Connect website, select "Login" to view your account or "Register" if you are a new user.

Registered users will be able to:

- See when your last payment was received
- Determine your balance due
- Link to ClickPay to make a payment
- Update your mailing address