

New Community FAQs

Below are some frequently asked questions regarding your community's transition to City Property Management. If there are any additional questions, please don't hesitate to contact your management team.

Q: What happens if I had automatic payments set up through the previous management company?

A: Your previous management company will disable the automatic payments and it is the homeowner's responsibility to re-establish that service. Please log into your Homeowner Portal to set up free automatic payments through City Property Management.

Q: What happens if I had automatic payments set up through my bank?

A: You will need to update with your financial institution or payment processing service.

Q: What if I have a credit on my account or I have already paid but it is not showing on my first statement?

A: The first statement you receive will not reflect your most up to date account balance as it takes a full month to integrate all information and documentation into our system. You will receive a balance statement within a few weeks that will reflect the balance provided by your previous management company. If there are any discrepancies at that time, please contact us.

Q: What should I do if my account is with an attorney or in collections?

A: We ask that you contact the attorney you are working with for more information.

Q: What happens to my pending architectural request?

A: All submittals will be forwarded to us and will work promptly with the Architectural Review Committee and/or Board of Directors to receive a response as soon as possible. You can check the Homeowner Portal for updates as it is updated with new information as it is received. Please do not start any work without formal approval.

Q: Will violations on my lot be transferred?

A: Yes - all records for the Association is transferred to us. Once the full integration is done, you will be able to view all documents, violations, and account history on your CITYCYNC™ homeowner portal. All of this information can also be viewed on our CITY mobile app.

Q: Why don't I have an assessment statement included?

A: There are 2 reasons you may not have a statement: One reason could be that your community collects quarterly, semi-annual or annual payments and we are between those payment periods. The other reason could be that your account is with an attorney for collections. If this is the case, you must contact the attorney your account is with for more information. Log in information for the online portal is on the statements so if you did not get one, please log onto the portal website and click "create account" then click "please click here" if you do not have a passcode. We will then send you your passcode via email. For additional help please call our customer service team at 602-437-4777.

Q: Who do I call with general questions?

A: You can contact any of your management team members on your welcome letter or our corporate office for assistance.

