

Contacting CSM

Clark Simson Miller only handles concerns within the financial realm of managing the association. For more streamlined assistance, we have several teams here who can assist you. Please contact any one of them for your financial HOA needs.

Support@csmhoa.com

Community Support is here to help you with any of your general inquiries and needs.

Accounting@csmhoa.com

The Accounting Team can assist you with any of your Accounting concerns including late fee inquiries, balance concerns and payment inquiries.

Closings@csmhoa.com

The Closings Team handles resale requests and property owner updates. If you are selling your home soon and need a Condo Questionnaire or Closing Statement, please visit - <http://clarksimsonmiller.condocerts.com/resale>. Any other questions or concerns regarding ownership or account name changes can be directed to closings@csmhoa.com.

Online Portal: HOA Vine

Please sign into our Online Portal: HOA Vine. Vine gives you online account access to view and download your governing documents, check your account balance, make payments, and more.

Your 3-word phrase is: buff-alligators-decompress

To register for a new user account, please visit: app.csmhoa.com/register

Some items to remember:

- Only one registration is allowed per property.
- Vine features a two-step registration process for increased security.
- You will need a three-word pass phrase to register for Vine. This pass phrase can be found above. If you do not have your three-word phrase, please email phrase@csmhoa.com for assistance.

To begin the registration process, please visit app.csmhoa.com/register. On the first screen you will enter your name, email address, and create a password. The system will send you an email to verify your email address. If you do not receive it, please check your spam folder.

Please click on the link in the email to open a browser page. You will then enter your three-word pass phrase on this page. Once entered, your registration to Vine is complete. Your 3-word phrase is at the top of this PDF.

Your 3-word phrase is: buff-alligators-decompress

An instructional video on how to register and navigate Vine can be found by visiting: www.csmhoa.com/vine. For owners who have multiple units in one or more of our associations, you will now be able to register all your properties under a single Vine account.

***Contact Information:** Please visit Vine to make sure we have your up-to-date contact information. Please remember to update your account anytime you make changes to your contact info.*

Instructions for Dues Payment

Please note that each lot has a balance for dues and a balance for Irrigation that each owner will need to track

Please make all checks payable to "Northwood Park Estates Unit One Property Owners' 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: 855
3. Account Number: 74.00

Please note: when entering this on First Citizens Bank payment portal, you will need to include the decimal point.

Northwood Park Estates Unit One Property Owners' Association
Care of Clark Simson Miller
P O Box 52344
Phoenix, AZ 85072-2344

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 <https://csmhoa.com/pay> and click the "Pay Dues Online" button. We accept electronic checks, and all major credit cards. Please note that credit card payments will incur an additional fee of 2.95% by the bank to cover the processing costs and e-check payments will have a processing cost of \$2.25.

Instructions for Automatic Withdrawal of Association Dues (ACH)

First Citizens Bank offers ACH withdrawal through their website at <https://propertypay.cit.com/>. Please see the attached document from First Citizens Bank to find out more information on how to set this up. Please note that a one-time ACH payment from the bank will incur a cost of \$2.25 to process, and scheduled ACH payments do not incur a charge. The following attached document will show how to set up an automatic payment schedule through First Citizens Bank. If you should have any questions, feel free to reach out to the bank at 866-800-4656 or servicepropertypay@firstcitizens.com.