

Twisted Creek Ranch Property Owners Association

Re: Westward360 to Begin Management of Your Association!

Dear Homeowner,

We would like to officially welcome you to Westward360! Your Board of Directors has selected us to manage the financial aspects of your association effective **11/01/2025**.

This Welcome Letter includes important information on getting set up with Westward360, so we ask that the information is read carefully. If you have any questions, please contact us at (281) 572-0378 or email us at your association's designated email address twistedcreek@westward360.com. Please note the email address will be activated on **11/01/2025**.

We have inherited some contact information for owners, however there is an urgent need for everyone to provide us with the most current contact info. The easiest way to provide your information is online, <https://westward360.com/form/homeowner-contact-information/> or using the QR Code found at the bottom of this page.

Additionally, please direct your annual assessment payment to Westward360 using the payment methods detailed in this packet. It is crucial to immediately cancel any recurring payments set up directly with **your Board** and update your bank's bill pay settings to reflect Westward360's remittance information. Additionally, all balances and credits shown in your accounts as of **10/31/2025** will be transferred to your account with Westward360, once we receive the financial reports from **your Board**. Due to this and other items in the transition, all late fees charges for the next couple of months will be canceled.

On **10/20/2025** the owner portal will go live! All owners that provide an email will receive a separate email communication with their login information. The owner portal allows you to access account information and pay assessments.



We would like to warmly welcome you and your community to Westward360.

Our regular operating hours are Monday to Friday, 8:30 AM to 5:00 PM CDT. We are closed on most major holidays.

Main Line: (281) 572-0378

Option 1: Billing/Accounts

Option 3: Condo/HOA Association Sales/Leases/Moves (Transitions)

Option 0: All Other Calls/General Line

Our Customer Care Team is ready to assist you 24 hours a day, 7 days a week.

Address: 

2800 Post Oak Boulevard
Suite 4100
Houston, TX 77056

Portal: 

https://portal.westward360.com/home_v2/Login

Email Address: 

twistedcreek@westward360.com

ASSESSMENTS

Assessments may be paid via any of the following methods as described. Please note that Westward360 does not accept, nor will we request, payments in the form of cash, Venmo, Zelle, PayPal, or other similar direct transfer options. All online transactions will only take place via our secure payment page in the Owner Portal.

1. Through the Owner Portal

We encourage owners to set up their payments through the Owner Portal. Payments through the portal are the quickest and most convenient option to ensure that your payments are received on time. Please be sure to carefully review our portal payments options. If you choose to set up the auto-draft, **please note the auto-draft will be processed on 3rd of the month due..** Additional instructions and information about the web portal will be emailed separately along with the owner login information.

2. By Check (Personal or Your Bank's Online Bill Pay Option)

If you would prefer to pay by check, whether personal or through your bank's online bill pay option, please be sure to make all checks payable to your Association (**not Westward360**) and include your account number which can be found under the Payments Tab in the Owner Portal. You may also call us to obtain your individual account number. Here's your Account Number: **TCR120042**.

Please remit all checks to:

Twisted Creek Ranch Property Owners Association
c/o Westward360
PO Box 88125
Carol Stream, IL, 60188-0125

Important: Please allow at least 15 business days from the date of postmark for your payment to fully process and post to your account. For faster processing, please include your account number and full address with unit number on the memo line of your check. **Each unit/home you own will have a unique account number. If you own multiple units/homes, we do NOT recommend combining your payments into a single check payment, as it may cause delays in properly posting your payments to all your accounts.**

We are proud to be environmentally friendly and paperless whenever possible, and as such, do not offer regularly mailed paper statements. Owner account statements will be sent electronically via the email address that is provided. If you would like to have a paper statement mailed to you, please update your billing preference in the Owner Portal under My Profile Settings.

Best Regards,

2800 Post Oak Boulevard
Suite 4100
Houston, TX 77056 / (281) 572-0378 / westward360.com

Westward360 Team