

From: FirstService Residential
Communications@mc.fsresidential.com
Subject: 2025 Annual Assessment Fee Information
Date: Jan 17, 2025 at 3:06:24 PM
To:

External Sender - From: (FirstService Residential
<Communications@mc.fsresidential.com>)

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Monroe Lake POA

January 17, 2025

This is a mass communication email being sent to all residents of Monroe Lake POA.

Dear,

FirstService Residential is preparing to mail out invoices for the 2025 Annual Fees. Please keep a lookout for that mailing. Any past due balance carried into 2025 will also be included on the invoice.

Please note that you will see a charge then a credit for that charge on your invoice. We encountered a billing issue in the system that initially charged an incorrect fee to all accounts. We reversed that charge, then assessed the correct amount to all accounts. As a reminder, the fees for 2025 did not increase:

[\\$683.00 – Improved Lot](#) [\\$633.00 – Unimproved Lot](#) [\\$24.00 – Adjacent Lot](#) [\\$6.00 – Capital Improvement](#)

If you feel the fee charged on the invoice does not add up to the number of lots you own, please reach out to Community Manager, Jessica Walton, at Jessica.Walton@fsresidential.com.

*Due to the billing issue, the community portal is not displaying the correct amount due;

however, ClickPay does. When making a payment, please pay the amount reflected on your invoice or in ClickPay.

The following information is to inform you of changes to the payment process that began last year.

You may pay your assessment in full by March 31, 2025.

If you are unable to pay the full amount by March 31, you may request an installment payment plan. Installment plan requests must be sent to our Community Manager, Jessica Walton, by email at Jessica.Walton@fsresidential.com or logged with Custom Care at 1.800.870.0010. If emailing Jessica, please label the subject line ***Installment Payment Request*** and include your address or lot information. Requests **MUST** be made **on or before March 1, 2025.**

1. Installment payments are made in four (4) equal payments due **March 1, May 1, July 1, and September 1.**
2. Installments are subject to an **annual 10% processing fee due along with the March 1 payment.**
3. If any installment payment is late, an additional 10% late penalty will be added to the installment payment.
4. **If you owe assessments from previous years, you may request a payment plan only if you are making a good faith effort to pay the arrearages.**

Be advised that property owners who do not pay their total annual assessment in full by March 31 -OR- who have not arranged for a payment plan as specified above:

1. Will be subject to a 10% late penalty on the total assessment amount due; and,
2. Are not “members in good standing” as defined by the Bylaws and are prohibited from

using the common elements of the Association or vote on any MLPOA business.

Property Owners who have defaulted on their assessment payments for one year, including late fees, penalties, fines, or other charges assessed, are subject to have their account submitted to collections and/or our Attorney for Legal Collection. Any legal fees incurred for this process, starting at \$260 per lot plus any additional fees, will be charged back to that Owner.

Some Important Points from FirstService Residential:

- We encourage the use of automatic direct debit through ClickPay. Residents who wish to sign up for automatic payments moving forward may do so through Clickpay either by the website link below or by contacting ClickPay directly at 1.888.354.0135.
- If using ClickPay, please remember that this is a 3rd party vendor and payment will take 3-4 days to reflect on your account, so schedule accordingly.
- If you use your personal banking payment system to submit your payment, please be sure that your twelve-digit account number is referenced on your check or method of payment.

Some banks still send checks through the United States Postal Service. If this is the case with your bank, please verify the mailing address is correct and allow adequate time to ensure your payment arrives by the due date.

- If you are using online banking or bank by phone, please inform your bank to make the check payable to Monroe Lake POA, *noting your entire twelve-digit account number on the check* without spacing or dashes, and mail to the address below.

Monroe Lake POA

C/O FirstService Residential

PO Box 30398

Tampa, FL 33630

Community Website:

<https://monroelakepoa.connectresident.com/>

On the home page, scroll down to Resident Access and click the “Register” button. Then, follow the prompts to register your account. NOTE: You must use the email or phone number you currently have on file with us. Should you encounter any issues attempting to register, please contact our Customer Care Center at 1.800.870.0010. A representative is available 24/7 to take your call.

Sincerely,



FirstService
RESIDENTIAL

Jessica Walton

Community Manager

jessica.walton@fsresidential.com

800-870-0010

24/7 Customer Care Center: 800.870.0010

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