



August 23, 2018

**RE: NEW MANAGEMENT FOR FOX LAKE HILLS POA**

Dear Association Members at Fox Lake Hills Property Owners Association:

Welcome to the Associa Chicagoland Family! We are pleased to announce that the Board of Directors of your association has retained our firm to provide professional financial management services effective September 1, 2018. Associa Chicagoland is a full-service association management company specializing in the management of homeowner, condominium and townhome associations located throughout the Chicagoland area.

Our staff is experienced, responsive, and committed to going the extra mile to keep your association running smoothly. We will be providing financial accounting services to Fox Lake Hills and take pride in our quality of service.

Enclosed you will find a Resident Information Form. Please complete this form and return it to Associa Chicagoland Management by September 14, 2018. This information will be kept confidential.

On the following pages you will find information about your assessments and other key information.

As your new management firm, we welcome any suggestions regarding the management of your community. Our entire staff looks forward to a long and mutually beneficial relationship.

Sincerely,

*Stephanie Skelley*

Stephanie Skelley, CMCA, AMS  
Branch President  
Associa Chicagoland Management, Inc.

## IMPORTANT CONTACT INFORMATION

Our office hours are weekdays, between **7:30 a.m. and 7:00 p.m.**  
Our phone number is **847-490-3833.**

### YOUR COMMUNITY MANAGER

Your Association's Community Association Manager will be **Lea Marcou** and can be reached at **Financials.Plus@associa.us**, direct line **847-882-1487**. Lea is assisted by Associa Chicagoland's Customer Care Department. Owner calls should go to Customer Care - they will involve the manager as need be. Customer Care logs all calls so that the Board has a record of what the owners are calling about. Your Board of Directors will continue to handle maintenance concerns and [www.foxlakehills.com](http://www.foxlakehills.com) has all Board contact information and other community information.

### CALLING OUR OFFICE

Our phone is answered by an automated attendant and will prompt you to follow instructions to reach the department you wish to speak with. Customer Care is available during normal business hours from 7:30 a.m. – 7:00 p.m., Monday thru Friday. At peak times, and when all team members are on the phone, you may receive our voicemail. Should that occur, please leave a message and we will return your call within 24-48 hours.

- Call 847-490-3833
- Email [HelpMeChicagoland@Associa.us](mailto:HelpMeChicagoland@Associa.us).
- On-line through TownSq via [www.AssociaChicagoland.com](http://www.AssociaChicagoland.com).

### EMERGENCIES

In the event of an emergency during hours when we are closed, follow the prompts of the automated attendant to reach our emergency answering service, where you will speak to an operator who has access to all emergency procedures for your association, as set up by the Board of Directors. The emergency service has the ability to locate your Community Association Manager and other key support individuals in our company who are familiar with your property. Emergencies are defined by your Board of Directors along with the Community Manager. Non-emergency calls are responded to the next business day.

### ASSESSMENT PAYMENT

Assessments for your association are billed and due annually. If you have not made your 2018 annual payment and have an outstanding balance, you will receive notification from us once we have ending balances from the prior management company inputted into our systems.

**If you were signed up for direct debit with the prior management company, you will need to re-sign up for that program with Associa Chicagoland and mail in a check for the current assessment** (form included). Your assessment will not be deducted from your account through prior management after August 31<sup>st</sup>.

### HOW TO MAKE YOUR ASSESSMENT PAYMENTS

**OPTION 1-** We have also enclosed our direct debit authorization form, which is applicable if you want to pay future assessments by a direct debit from your checking account. (If you were on direct debit with the previous management company, check with them to be sure that they stop that service, and then reapply with us).

**OPTION 2-** If you want to pay your assessments via an online service through your bank or other provider, please be sure to use our lockbox address to ensure efficiency in receipt and credit to your account. Payments to the lockbox are electronically uploaded to our database daily. Please be sure to include your account number on all payments to ensure they are processed in a timely manner. Please mail payments to Associa Chicagoland Management, PO Box 61955, Phoenix, AZ 85082.

**OPTION 3-** Information pertaining to online payments is enclosed – this service is handled by a third party service provider. Please note there is a service fee charged (\$2.95 per echeck and \$2.95 + 3.5% of total charge per Visa, MasterCard, Discover or American Express transactions). You are able to do one time payments or set up recurring payments.

**PLEASE NOTE THAT WE DO NOT ACCEPT PAYMENTS, NEITHER CASH NOR CHECKS, BROUGHT TO EITHER OF OUR OFFICES IN PERSON.**

## **ONLINE COMMUNITY**

Associa offers your association an online community called TownSq, where owners can connect with management, the Board of Directors, and other homeowners. ***You must register as a homeowner by using your unique assessment account number.***

Go to [www.associachicagoland.com](http://www.associachicagoland.com), and click the “My Account” link in the top center of the page, above the Associa logo. Once you have clicked here, you will be taken to TownSq where you can log in or register

You can link your TownSq accounts for any Associa managed property you own or live in. If you have logged into TownSq before, you already have an account set up – enter your information on the right side of the screen and click “Login”. If you have a new account you need to add, click your name in the upper right and then “account” and then click “add account” on the left side of the screen and follow the steps. If you are registered but cannot log in, click the “I forgot my password” link and follow the instructions.

If you are a first-time visitor, click the “need to register?” under the login area and follow the steps to create a username and password. You will need your assessment account number when you register. If you are registered for the website, you will also get important updates from your community. You can also download the TownSq App for your tablet or smart phone. Go to the Android Google Play Store or the iPhone App Store and search “TownSq” to get an easy to use App that will send you community updates and allow you to access files and information on the go. Feel free to call Customer Care at 847-882-8207 or Login Help at 844-281-1728 for further assistance. ***\*Please note that your association will not be “active” until after the 1<sup>st</sup> of the month.***

## **ASSESSMENT ACCOUNT QUESTIONS**

Owners can view recent assessment account activity by visiting the Associa Chicagoland web site at [www.AssociaChicagoland.com](http://www.AssociaChicagoland.com) and logging in to TownSq. You must register as a homeowner by using your unique assessment account number. Further assessment questions can be addressed by contacting our Customer Care Team at the contact listed above.

## **SELLING OR REFINANCING**

Please go to [www.associachicagoland.com](http://www.associachicagoland.com) and click Order Resale Documents at the top of the screen. Choose “Associa Chicagoland (Formerly Vanguard)” and then follow the prompts to register or log in, and you will be connected to the page with product descriptions and additional instructions. We have a person in our office who does the processing of the required documents. Prices for whichever documents you need or for bundled packages are shown as you move through the site.

**FOX LAKE HILLS PROPERTY OWNERS ASSOCIATION  
RESIDENT INFORMATION FORM**

(Please Print Clearly)

<b>Unit Address:</b>		
<b>Offsite Mailing Address:</b>		
<b>City:</b>	<b>State:</b>	<b>Zip:</b>
<b>Owner Name</b>	<b>Owner Name</b>	
<b>Home Phone:</b>	<b>Home Phone:</b>	
<b>Cell Phone:</b>	<b>Cell Phone:</b>	
<b>Work Phone:</b>	<b>Work Phone:</b>	
<b>Email:</b>	<b>Email:</b>	

**EMERGENCY CONTACT FOR OWNER: (OTHER THEN OWNER OR RESIDENT)**

If we cannot contact you in case of an emergency, who should we contact?

<b>Name:</b>	<b>Relationship:</b>
<b>Home Phone:</b>	<b>Other Phone:</b>

**OTHER ADULTS TO:**

- I RESIDE IN THIS UNIT FOR MY OWN HOUSING  
 I LEASE OR RENT THIS UNIT TO OTHERS FOR THEIR HOUSING

<b>Occupant:</b>	<b>Occupant:</b>
<b>Home Phone:</b>	<b>Home Phone:</b>
<b>Cell Phone:</b>	<b>Cell Phone:</b>
<b>Work Phone:</b>	<b>Work Phone:</b>
<b>Email:</b>	<b>Email:</b>

**AUTOMOBILE INFORMATION:**

<b>Make:</b>	<b>Make:</b>		
<b>Model:</b>	<b>Model:</b>		
<b>Year:</b>	<b>Color:</b>	<b>Year:</b>	<b>Color:</b>
<b>State:</b>	<b>Plate #:</b>	<b>State:</b>	<b>Plate #:</b>

**PET:**  YES  NO    **Description:** \_\_\_\_\_

*I hereby acknowledge all information on this form is correct and valid.*

**Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

*This form must be submitted to our office to Associa Chicagoland, 50 E. Commerce Drive, Suite 110, Schaumburg, IL 60173, email to [helpmechicagoland@associa.us](mailto:helpmechicagoland@associa.us), or fax to 847-490-9807.*



# REQUEST FOR AUTOMATIC PAYMENT OF ASSESSMENTS

Thank you for your interest in Electronic Funds Transfer. Please fill out the following information to complete this request.

## HOMEOWNER AUTHORIZATION FOR ELECTRONIC FUNDS TRANSFER

I authorize the branch and the financial institution listed below to debit my bank account automatically for each association assessment billing period. **Note: Information below is required. If not provided, there will be delays in processing your direct debit request.**

Management Company Name: \_\_\_\_\_

Homeowner Name: \_\_\_\_\_

Homeowner Account Number: \_\_\_\_\_

Association Name: \_\_\_\_\_

Address And Unit #: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Direct Debit Start/Stop Date (MM/YYYY): \_\_\_\_\_ / \_\_\_\_\_

Homeowner Bank Name: \_\_\_\_\_

Homeowner Bank Routing Number: \_\_\_\_\_

Homeowner Bank Account Number: \_\_\_\_\_

**CHECKING ACCOUNT** – Include a voided check from the account you would like to debit

**SAVINGS ACCOUNT** – Include letter from bank that includes your full account number and routing number. **Statements will not be accepted.**

*Only checks for US Banks will be accepted. Deposit slips cannot be used in place of a voided check.*

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

*In order for funds to be pulled in time for next month’s assessment, this form must be received no later than the 20th of the prior month. The automatic payment process will begin with your next assessment period once we have received your completed form and either your voided check or letter from bank that includes your full account number and routing number.*

**Return by email: Scan and send this form and a voided check to:  
csscdirectdebit@associa.us**

**Return by mail:**

Complete and send this form and a voided check to the following address:



**Associa**

1225 Alma Rd., Suite 100  
Richardson, Texas 75081

# Have you logged into TownSq? Getting Started

- Login:

- From the TownSq website, [www.townsq.io](http://www.townsq.io)
- From My Account on [www.associachicagoland.com](http://www.associachicagoland.com)
- Or, using the TownSq app – search “TownSq” in the Google Play Store or iPhone App Store

The image shows two screenshots of the TownSq website. The top screenshot shows the navigation bar with 'LOGIN' circled in red. The bottom screenshot shows the main content area with 'LOGIN' circled in red. A red dashed line connects the two 'LOGIN' buttons.

townsq

LOGIN CONTACT SALES Questions? 1-844-281-1728

townsq

LOGIN CONTACT SALES Questions? 1-844-281-1728

**Live better together.**

At TownSq we believe that being neighborly is more than just waving hello and goodbye – it's getting to know your neighbors. TownSq combines the social and administrative aspects of community living. Meet your neighbors, manage your account, and access the resources you need for better community living, all through one user-friendly app – any time on any device.

Join TownSq to start experiencing community your way!

Request a demo!

FOOD

- Register:

- Using your Account number\*
- Zip code

*\*Can be found on coupon book or statement*

Now that you're logged in, you're ready to:  
**CONNECT • COLLABORATE • STAY UP-TO-DATE**



# Getting Started (cont'd)

The screenshot displays the TownSq Home Screen interface. On the left is a vertical navigation menu with sections: **Feed** (Residents, Groups), **COMMUNICATION** (Announcements, Requests, Messages, Forum, Polls), **TOOLS** (Reservations, Access Control, Documents), and **ADMINISTRATION** (Assignments, Units, Reports, Settings). The main content area features a **Shortcut Buttons** row with icons for: Create announcement, Create poll, Authorize visitor, Open request, Create topic, and Book amenity. Below this is a **Feed window** showing a series of posts from 'Bonnie Garcia' with a 'Comment...' field and a 'Send' button. On the right, there are two panels: **Recent announcements** and **My reservations**. The announcements panel lists posts from Betty White and Bonnie Garcia. The reservations panel shows a table of reservations for the Resident Facility and Upper Pool.

**Home Screen**

**Shortcut Buttons**

**Features Tabs**

**Feed window shows all communications for your community**

**Announcements posted by CAM or Board**

**Reservations for amenities appear here**

# Manage Your Account

- Review your account balance
- Make a one-time payment or schedule recurring payments:
  1. Click **accounts**
  2. Select an **account**, or click **add account** to link another assessment account.
  3. Review transactions
  4. Click **make a payment**
  5. Add your preferred payment method (Credit Card or ACH) to our secure environment
  6. Pay online instantly with a one-time payment or set up recurring payments with auto pay

The screenshot displays the townSq user interface. At the top right, the user's name 'Don Barbour Bennett Commons' is shown with a red circle '1' next to the profile icon. The left sidebar contains navigation options: 'Feed', 'COMMUNICATION' (Announcements, Requests, Messages, Forum, Polls), 'LOBBY' (Reservations), and 'TOOLS' (Documents). The main content area is titled 'Accounts' and shows a card for '13 Bennett Common Way' with a balance of '\$0' and a red circle '2' next to the account name. Below this is an 'Add account' button. To the right, a summary card shows the address '13 Bennett Common Way', account number '1003873 - Don Barbour & Ann Barbour', last payment of '\$ 376.16', and received on '1/3/2017'. It includes buttons for 'Recurring Charges' and 'Make a payment' (with a red circle '4'). Below this is a table of transactions for 'Jan 2017' with columns for 'REFERENCE', 'COMMENTS', and 'BALANCE'. The table lists 'Monthly Charges' and 'Recurring Charges: 01/01/2017' with a balance of '\$298'. A red circle '3' is next to the 'COMMENTS' column. Two 'Make a payment' pop-up windows are overlaid. The first window (with a red circle '5') shows the 'Pay with:' section with options for Mastercard, American Express, and ACH account. The second window (with a red circle '6') shows the 'TOTAL' amount of '\$ 158.20' and a confirmation checkbox for the payment.

Please feel free to ask questions and/or provide feedback! Contact 844.281.1728 or email [support@townsq.io](mailto:support@townsq.io). You can also contact our local branch at 847-490-3833 or [helpmechicagoland@associa.us](mailto:helpmechicagoland@associa.us).



# Connect • Collaborate • Stay Up-to-Date

- Receive real-time updates on important community news and events
- Easily connect with neighbors in the forum
- Participate in community polls and view real-time results
- Make a request to contact your management team and review the status of open requests
- Authorize guests
- Reserve amenities
- Manage your accounts & pay online
- Access association documents
- Edit profiles & manage notification settings

