



## IMPORTANT ASSOCIATION INFORMATION

### **New Management for Crosswoods Homeowner Association – Effective March 1, 2022!**

Greetings,

On behalf of the FirstService Residential Management Team, let me be the first to say how excited we are to have been selected by your Board of Directors to provide community management services for Crosswoods Homeowner Association! Our company takes great pride in and appreciates the opportunity we have been given to serve you, your neighbors and your Board of Directors. For over 40 years, we have been committed to delivering uncompromising service quality, and we will work diligently in partnership with your Board of Directors to protect the value of your property and enhance the lifestyle of every resident at Crosswoods.

I would like to take a moment to introduce Regional Director, Jennifer Tisa and Vice President, Michael Marshall who are personally overseeing the transition of management services to FirstService Residential. Over the next several weeks, they will work with your Board of Directors to provide a seamless transition by familiarizing themselves with your community's history and operations, assisting residents with their association needs and ensuring that day-to-day business runs as smoothly as possible. Our first official day managing Crosswoods Homeowner Association is March 1, 2022!

### **MONTHLY HOA DUES PAYMENT OPTIONS**

One important aspect of the management transition that requires your immediate attention is monthly dues payments. For detailed information on the payment options available, please see the insert, "Your Monthly Dues Payment Options". **Please note as of 3/1/2022 Crosswoods will no longer use coupon books. Instead, Crosswoods will transition to monthly dues statements.**

**IMPORTANT!** When you select your payment method, you will need to reference your 8-digit access/account number which is listed on your welcome letter and will be listed on your monthly statement.

**There are three different payment options for paying your monthly dues:**

- 1) ClickPay – FirstService Residential's online payment service provider (<https://login.clickpay.com/firstservice>). Pay by e-check (ACH) for free or by credit/debit card for a small fee of 2.95%, or.
- 2) Your bank's bill pay service. If using this service, please enter the following: name, address, and include your new 8-digit Access Number on your bank's website when using its bill pay service:

Crosswoods Homeowner Association  
c/o FirstService Residential  
PO Box 30354  
Tampa, FL 33630

or

3) Mail a Check to the address above. Include your FirstService remit slip from your monthly statement and your 8-digit FirstService account number.

- **Are you currently set up with an auto bill pay service to pay your monthly dues?** If you are, your March/future payments to *FirstService* will **not** be debited from your account until you update your account information through your bank's bill pay service, or sign up with FirstService Residential's service provider, ClickPay (as described above).
- Please note that if you are currently paying your monthly dues via auto pay with Silvercreek Association Management, those payments will be cancelled and not transferred to FirstService for your security protection. You need to set up the new payment yourself, as described above.
- If you have already sent a March payment to Silvercreek, it will be forwarded to FirstService.
- As a courtesy, **we will waive late fees for the first two months (March and April) during the management transition.** We appreciate your patience.
- Your March billing statement will arrive by late February.
- **The first statement received will only reflect your current monthly dues.** Any existing balances or credits will be reflected in your *second* statement, once final accounting reports are received from the previous management company.
- **E-STATEMENTS:** By default, the monthly dues statements will be sent as a hard copy; if you would like to sign up to receive your future statements electronically, please navigate to: <https://estatements.welcomelink.com/fscalifornia> to sign up.

#### [COMMUNITY WEBSITE/PLUS FIRSTSERVICE'S CONNECT RESIDENT PORTAL](#)

**IMPORTANT!** Crosswood's current website at <https://crosswoodshoa.com> will remain active and continue to serve as Crosswood's primary community information website.

You will also have FirstService's new Connect Resident Portal at <https://crosswoods.connectresident.com> to view account balance information, submit maintenance requests and to update your communication preferences.

**To register for the Connect Resident Portal, please complete the following:**

- 1) At <https://crosswoods.connectresident.com> click the "Create Account" button towards the bottom of the page.
- 2) Enter the requested information to register. You will receive a verification code to your email address that you will need to enter to complete registration; after you enter the code, create a password.

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- 3) To complete the registration process, link your account by your property address and select your name from the list reflecting those on title for the property.

**VIRTUAL WELCOME EVENT INFORMATION**

The Transition and Management Teams will be hosting a virtual Welcome Event to introduce the management team, help clarify the monthly dues payment options, and provide an overview of the new website, the FirstService Connect Resident Portal. Please join us with the information below. Please note that the meeting will be recorded, and the recording will be made available to those who are not able to attend:

| Meeting Date & Time   | Meeting Link & Login Information  |
|---|---|
| <p><b>Date: Thursday, February 24, 2022</b></p> <p><b>Time: 6:00pm-7:00pm</b></p> | <p><b>ZOOM LINK/MEETING INFO (this information will also be emailed):</b></p> <p><a href="https://us06web.zoom.us/j/85479485351?pwd=bjl6RlVUNDZQZ281bE81M282SFp3dz09">https://us06web.zoom.us/j/85479485351?pwd=bjl6RlVUNDZQZ281bE81M282SFp3dz09</a></p> <p><b>Meeting ID: 854 7948 5351</b></p> <p><b>Passcode: Crosswoods</b></p> |

Please do not hesitate to contact our Client Transition Team at (888) 990-2334 or [ClientTransition.ca@fsresidential.com](mailto:ClientTransition.ca@fsresidential.com). Our team is ready to answer any questions you may have regarding your community and the transition.

Thank you again for this opportunity to be a part of Crosswoods Homeowner Association. Everyone here at FirstService Residential looks forward to serving you.

Sincerely,  
Bob Cardoza  
President, FirstService Residential