

HOA Frequently Asked Questions

FREQUENTLY ASKED QUESTIONS & ANSWERS

Q. Who do I make the check out to for my monthly HOA dues/assessments?

A. Make your check out to your homeowners association NOT Access Association Services, Inc.

Q. When are my monthly homeowners assessments due?

A. Your monthly homeowners assessments are due in our office by the date indicated on your statement. If the assessments are even one day late, you will be charged a late fee.

Q. Do you take credit cards or cash payments for HOA dues/assessments?

A. Unfortunately, we are not currently set up to receive credit card or debit payments. We do not accept cash payments, as the bank couriers are not insured to carry cash.

Q. Can I set up my assessments to be deducted out of my bank account?

A. Yes, you can set up auto-pay to have your monthly homeowners assessments deducted from your bank account. Contact the management office for a form.

Q. What do my dues/assessments cover?

A. Review the association's budget for a detailed list of what the funds are allocated for. The budget is mailed out annually 45-60 days prior to the Association's fiscal yearend.

Q. Who are the Board of Directors?

A. The Board of Directors consists of volunteer homeowners elected to serve as the governing body of the association and make decisions that affect the day-to-day operation of the association.

Q. How do I contact the Board of Directors?

A. The management company serves as the liaison between the Board of Directors and the membership. Because board members are volunteers, their telephone numbers and/or email addresses are not published. All correspondence must go through the management office. The Board of Directors conducts business and reviews correspondence at the board meetings.

Q. What if I have a complaint against a fellow resident?

A. We require all complaints to be in writing to the management office. First try to resolve the problem with your neighbor. Noise and dog issues should be directed to the local authorities.

Q. How are maintenance issues resolved?

A. Contact Customer Service to report maintenance issues and a work order will be issued. If the problem is not resolved in a timely manner, please call our office for status.

Q. Can I make changes to the exterior of my home?

A. All exterior changes (i.e. windows, paint colors, landscaping, etc.) require prior written approval by your Board of Directors and/or Architectural Committee prior to commencing the change. Contact the management office for an architectural request form.