

FREQUENTLY ASKED QUESTIONS

How Does The Transition Process Work?

Over the next few weeks, Heritage will be incorporating all the data received from the Association into our system. We will be setting up homeowner accounts, integrating financial history, building your Association's web portal, studying your Association's governing documents, and familiarizing ourselves with your community.

What's the Next Step?

We are currently updating our system to reflect account balances turned over by the previous management company. We will be sending a follow-up letter to each homeowner indicating their balance(s) so that the data we were given can be verified. If the balance that appears on this letter is incorrect, we ask that you bring the matter to our attention as quickly as possible.

How Do I Contact Heritage?

During business hours (Monday through Friday, 8:30 A.M. to 5:00 P.M.) we can be reached at (770) 451-8171.

After Hours: In the event of a property-threatening emergency related to water, sewer, or other natural causes, we can be reached 24/7 at (770) 451-8171 (press #9). *Please note that this line is intended for property-threatening emergencies only. In the event of a fire, medical, or other life-threatening emergency, please dial 9-1-1.*

Do I Need New Keys, Cards Or Codes For Community Access?

No. All keys, cards and codes required for community/amenity access will remain the same.

What If I Recently Sent A Payment To the prior management company?

Do not be concerned. All such payments will be automatically forwarded to Heritage and noted on your account information.

How Do I Make A Payment?

Please see the back of this form for a detailed description of all of your payment options.

PAYING YOUR HOMEOWNER ASSESSMENTS INSTRUCTIONS

GENERAL:

Heritage Property Management Services, Inc. performs the role of a fiduciary in accepting funds for your association. All payment proceeds are deposited into a bank account from which your association expenses are paid. We are not paid a commission on any proceeds which have been received.

Payment requirements are established by the association covenants and the board of directors. Payments are due on the due date. Each association provides for a small grace period before a payment is considered late. Your association determines the appropriate grace period before late charges are applied. Payments are accepted in the following ways:

CREDIT/DEBIT CARD PAYMENTS & E-CHECK (PAYLEASE):

You may submit your Association payments electronically through PayLease using a credit card or a one-time payment via your checking account (E-Check). There is a convenience fee to use this service. The convenience fee for using an E-Check is \$3.95. For credit card transactions, the fee will be a percentage based on the type of card used and indicated when making a payment. **Be aware that any fees associated with the above payment options are the responsibility of the homeowner.** PayLease accepts:



For PayLease, please call (866) 729-5327 between the hours of 9am - 8:30pm (EST). Have your credit card, debit card, or bank account information ready.

CHECK/MONEY ORDER:

- Payments are considered received when delivered to our lock box facility and **accompanied invoice payment stub**.
- Always make your check payable to your Association and include your account number.
- Mail your check to the following address:

**Heritage Property Management
PO Box 628207
Orlando, FL 32862**

When sending your payments to our lock box facility, you must include your invoice payment stub. The invoice payment stub contains the information necessary to match your payment to our accounting records electronically. Failure to include your invoice stub may delay the processing of your payment, resulting in late charges being assessed to your account.

ONLINE BILL PAY (THROUGH YOUR BANK):

To use an electronic bill pay service or check writing service, use the address listed above as the payment address. You **MUST** indicate the exact Bill Pay Account Number that is provided on the **statement** under the heading "Online Bill Pay Service Instructions". Please allow for adequate time as it may take up to two weeks depending on your banking institution.

PAYMENTS AT A BB&T BRANCH:

You can also pay your association dues at any BB&T branch in Georgia. In order to do this, you must have your invoice payment stub with you. Processing time varies by branch, but the average time before your homeowner account is updated with this type of payment is 3 business days.