

Association Payments

The frequently asked question: Why are we using statement billing?

Statement billing is used for your Association Assessments. Statements cost a little more than coupon books, however they reflect current balance information, and also can hold newsletters, announcements, or even notices for the community. Coupon books are often misplaced, and separate coupon books must be ordered when new Members move into the neighborhood. When totaled, the advantages of statement billing outweighs the usage of coupon books.

Reading your Statement

Your **5-digit Account Number** is located in two places on the statement. You *must* reference this account number when remitting payment – as it is the key that brings your payment to your account. Depending on your community, late charges and the penalty for delayed payment may also be marked. Online options for e-payment and e-statements are given.

Paying your assessments

There are four payment options available, listed in order by speed (best method first).

Option #1 – ACH-Direct Debit

No delay

ACH grants permission for the Association to pull the quarterly assessment from your account. This service is **free**. The form is available by request, or is on your community website, and requires a voided check. This method is the fastest as Management is pulling payment AND posting it to your account at the same time.

Option #2 – Electronic Check or Credit Card

1 day delay

This service grants permission for the Association's bank to pull the quarterly assessment from your account. E-check is **free**. If you choose to use a credit/debit card, the bank may charge a processing fee – please review carefully. Visit <https://epay.centerstatebank.com//find>. The Mgmt Co ID is: **NEXS** The Homeowner # is the **5 digit account number**. For Sanctuary, the Assoc ID is: **089** For Waterford Chase East, the Assoc ID is: **085** For Little Creek, the Assoc ID is: **083** There is a slight delay for these payments as the bank draws your account, and the funds are booked to your ledger on the next business day.

Option #3 – Physical Check

2-4 days delay

Physical checks may be mailed to the check processing center for the Association's operating account, please ensure your **5-digit account number** is in the memo section of the check. Please mail checks to:

{Your Association Name}

PO Box 669233

Miami, FL 33166

The delay here is US mail, the check processing center, and finally posting to your account. Please ensure no other correspondence is included with your payment.

Option #4 – Electronic Banking (“bill pay”)

3-5 days delay

Through your personal bank, you may assign the Association as a payee – please ensure your **5-digit account number** is in the memo section of the check. The physical address used is the P.O. Box above. Consumer banks are notorious for printing and mailing checks 1-2 days after your command, then US mail, then the check processing center, and finally posting to your account. Please ensure no other correspondence is included with your payment.

What NOT to do:

Please do not use the physical address of the management company. This will result in delays of your payment posting to your account. Interest/fees are based on when the payment posts to your account, not when you issue payment, or even when your account is drawn. ***So please allow ample time for payment to post to your account.*** It is the responsibility of the Member to plan for the common delays of their chosen payment method.