

WAYS TO PAY-HELPFUL TIPS

Ways to Pay: TownSq: (there are 2 ways to pay and one route is costlier than the other). We hear from some that the fee to pay online is quite high, however, this tells us, those owners are more than likely, only considering the one path, via credit or debit card. The 3rd party charges a fee to complete this transaction, there is a 2.95 service fee AND a % of the amount due to your card. This could total over the average 3% in service fees, in some cases.

TownSq Payments: Enter your checking account information. You do not need an actual personal check available to complete this method of payment. You only need your checking account number and your routing number for your bank account. This charge then ultimately results in showing your assessment amount due and the service fee of only 2.95. No additional percentage is charged in this case.

Payment by Mail: If you are paying via the statement you received and mailing to the address on your submittal...know this does NOT come to our office. This payment goes to lock box that is collecting the payment via a bank rep. They post the payments received, then send the file over to our office for final posting to each HOA owner's accounts. As you may see, this route is typically longer, as there is a wait time to receive the payment file at our office. Some owners choose to still go ahead and mail a payment to our Dallas or drop by and leave a payment with us. This is certainly accepted, but please note, these payments are then put through the mail and sent over to the lock box site for property posting.

Auto draft: through TownSq or your own personal banking system. The account number and the community need to be listed and we would advise to set your payment prior to the due date. You will need our form to complete this option so make sure to contact us to complete and send back asap.

Second auto draft option: is going through your own personal banking bill pay and setting up an auto payment for specific payment and due date. This path has the banking system generate a check (for you) and mail to the P.O. Box (lock box) listed on the submittal, so make sure you enter all your account information and community name when setting this up under your bill pay system.

Our hope is this information will be super helpful to revisit or let new owners making a payment for the first time fully aware of the many ways to make a payment. Again , we encourage everyone to reach out to us directly so that we can quickly assist if you have an question, concern, or issue with making a payment at all.