

Welcome to the Neighborhood!

On behalf of your association, its Board of Directors and all your neighbors, CAMS extends a warm welcome to you as a new property owner! We want to ensure a smooth transition into your new community. Please follow the simple step by step guide on the back of this letter to get started. If you do not have access to a computer or need additional assistance, please reference the Important Information menu to the right for a guide on how to contact us.

Being new to this association, one of the most common questions that we hear is, "What do association assessments cover?" Assessments, also referred to as dues, typically cover some or all the following expenses: ongoing maintenance, insurance policies and utility payments for common areas and facilities, reserve funds, personnel, and professional management fees. You can verify what your assessments cover by reviewing your association's annual budget and governing documents. These documents are conveniently accessible through our website on your owner's portal. Once you are logged in, you will have the ability to set up payments, access your statements, submit any maintenance requests, view the community calendar and access your association's documents.



Get to Know CAMS!

CAMS, the professional management company selected by your community, has provided trusted guidance since 1991. Our goal is to provide valuable service to your Board of Directors and strive to protect and enhance the value of your investment. Often, our position and authority can be misunderstood. To better understand CAMS' role in your community, look at the list below.

Cams Services Include

- All Property Owner Inquiries
- Coordinating Subcontractors
- Obtain Bids for Subcontractor Service
- Bill and Collect assessments for your Association
- Provide a simple payment center
- Enforce Community Rules and Covenants per Board Policy
- Provide Financial Statements and Reports to your Board
- Serving in an advisory role with the BOD

Association Responsibilities

- Making the BIG decisions. Your board makes all the decisions for your community; we just help put them in place!
- Setting Rules & Policies
- Provide vendor services. We help manage, but we do not select or provide these services.
- Provide public service. Your municipality and police departments handle these.
- Offering legal services or advice.
- Approve your association's budget or assessments

IMPORTANT INFORMATION

OFFICE HOURS

Monday – Friday
8:30 am to 5:00 pm

CONTACT US

877.672.2267
www.camsmgt.com

OWNER'S WEB PORTAL

www.camsmgt.com/owner

EMERGENCY SERVICE

(24 hours / 7 days a week)
If you have a true EMERGENCY outside of business hours that would result in property damage, please dial 877.672.2267 and follow the prompts for emergency association assistance.

BILLING ADDRESS:

Mail payments to:
"Your Association Name"
c/o CAMS
PO Box 97548
Raleigh, NC
27624-7548

STEP BY STEP GUIDE TO YOUR CAMS ACCOUNT

STEP 1 – REGISTER WITH CAMS

If your closing attorney provided us with an email address and a valid mailing address, you will receive an email with login instructions from CAMS. If you did not receive an email, please register with us at www.camsmgt.com/owner and click on Sign Up.

STEP 2 – VERIFY YOUR CONTACT INFORMATION

Once you have logged in, click on “My Contact Info” on the left-hand side of page, verify your contact information including your email address, phone number and mailing address. This is necessary for your community to contact you concerning community news, emergency matters, and billing concerns. You can also elect to hide or display your contact information for the online community directory.

STEP 3 – HOW WILL MY ASSOCIATION BILL ME?

1) eSTATEMENTS (Preferred)– You can choose to go “paperless” by signing up for eStatements in your owner portal in lieu of receiving a coupon book.

2) COUPON BOOKS - Most associations send coupon books at the beginning of the calendar year at the expense of the association. Every year more communities elect to go “paperless” to cut association expenses or pass the cost of the coupon books to owners who prefer to use them.

3) PAPER STATEMENTS - At the expense of the association and based on billing frequency, there are a small number of communities that receive paper statements.

STEP 4 – SET YOUR BILLING PREFERENCES

Once you have logged in, click on “My Contact Info” and select your communication preference. By selecting **Paper**, you will receive a coupon book, or a paper statement based on your community’s billing preference. Please note, coupon books and paper statements may not be mailed for closings that occur after June 1st. For this reason, we recommend signing up for eStatements. To sign up for eStatements, select **Email** as your communication preference.

STEP 5 – OPTIONS FOR PAYING MY ASSESSMENTS (DUES)

You can always check your most current bill by logging in to your owner’s portal, www.camsmgt.com/owner. We offer several different payment options for your convenience. Please refer to the payment options below.

STEP 6 – ACCESSING MY AMENITIES

Your Closing Attorney, Real Estate Agent or the Seller should provide any key cards or key fobs that allow access to your community’s amenities such as pool gates, clubhouse, entrance gates, and elevator access. If you did not receive a mailbox key at closing, contact your agent or the postmaster.

PAYMENT OPTIONS & INSTRUCTIONS

To avoid late fees, payment should be remitted on or before the 1st day of your billing cycle.



SECURE ONLINE PAYMENT:

Login or sign up through the owner’s portal www.camsmgt.com/owner

- Automatic Draft Payment (free) – Preferred Option
- Recurring Credit Card Payment
- One Time E-Check Payment
- Same Day Processing



BANK BILL PAYMENT:

If you’re using your online banking service to pay your HOA dues, a physical check is mailed from your banking institution. (Please set up payment through your bank at least 10 to 15 business days in advance of due date to allow your bank’s check to be received in time.) Be sure to note your account number in the memo line in the bill pay portal.



MAIL YOUR PAYMENT:

- Checks should be made payable to your association name (*do not abbreviate*) & should be received on or before due date.
- Please write your account number on your check as it appears on the coupon.
- If you are paying assessments for two different associations, do not combine payments. Checks must be made out separately.
- Mail payment at least 10 to 15 business days in advance of due date to allow for mailing and processing time.