

Clearview Meadow Homeowners Association, Inc.
424 North Union Avenue
Havre de Grace, MD 21078



Welcome Letter

Ref Address:
Ref Account Number:

Dear New Clearview Meadow Homeowner

Welcome to Clearview Meadow Homeowners Association, Inc. which is proudly managed by HPS Management! In this welcome packet, you will find:

A Homeowner and Tenant Contact Information Form (please complete and return);
Ways to Pay Your Assessment; and
The Community Managers Roles & Responsibilities.

To access the HPS Portal:

Click "Homeowner Login" at the top right corner of the page;
Click "Create Your Account";
Enter your information in the prompts; and
Enter your Security Key provided at the top right side of this letter.

Note: If you belong to more than one association or own multiple units, please create an initial account with one security key, then go to the "Manage Account" function to add your other unit(s).

If you have any questions, we are here to help! Ways to contact us:

Telephone: (302) 227-7878, Customer Service Team, Monday - Friday from 8 a.m. - 6 p.m.
Email: Admin@HPSmanagement.com, monitored Monday - Friday from 8 a.m. - 6 p.m.
Portal: Login and click on "Communications" then click "Email Association Manager"
Correspondence: Document Processing, 424 North Union Avenue, Havre de Grace, MD 21078
Payments: Payment Processing, PO Box 531225, Atlanta, GA 30353
Appointment: Please call (302) 227-7878 to schedule an appointment at your nearest office.

Our mission is the community's success!



Ways to Pay Your Assessment

Community: Clearview Meadow Homeowners Association, Inc.
Ref Address:
Ref Account
Number:

1. Automatic Payment from Your Credit or Debit Card: Go to www.HPSmanagement.com and click "Homeowner Login" in the top right corner. You can make a single payment or set-up a recurring bill pay with most credit or debit cards from the HPS Portal. Additionally, you can setup a single or automatic draft from your checking account through eCheck. The association uses a merchant services vendor, known as PayLease, which charges a credit card fee that goes directly to the merchant services vendor, **not** the association or management company.

2. Automatic Bill Pay from Your Bank: Most banks offer free bill pay services that are easily setup through **your** bank's online payment portal or you can contact **your** bank directly. You will need the following information to set-up Automatic Bill Pay:

Account number:

Payable to: Clearview Meadow Homeowners Association, Inc.

The payment amount:

Payment frequency:

Payment sent to: PO Box 531225
Atlanta, GA 30353

3. U.S. Mail: Mail a cashier's check, money order, certified check or personal check payable to Clearview Meadow Homeowners Association, Inc. to PO Box 531225, Atlanta, GA 30353. Include your account number in the memorandum. Please do not send correspondence to this address.

Note: It is important to send your payment to the lockbox address and not your local office. A lockbox is a service whereby a financial institution takes responsibility for processing payments mailed to a designated Post Office Box. This service is ideal for processing homeowner association assessments because it is more secure, reduces internal processing/handling costs (saving you money), and reduces posting delays to help improve the association's cash flow. This lockbox system is managed by Union Bank. Union Bank specializes in community association banking.

STAFF CANNOT ACCEPT CASH PAYMENTS

The HPS Community Manager's Roles & Responsibilities

- **Managers work irregular hours** – Managers typically attend meetings in the evening, may be on-site at an association, in scheduled meetings with others, or completing training. Therefore, managers do not maintain 9 a.m. to 5 p.m. office hours. Managers will typically respond to emails and phone calls within one business day. If a manager is on scheduled leave or out of the office for more than a day, they will update their voicemail and email automatic responses, unless they are sick.
- **Managers are advisors** - While managers work closely with the Board, he or she is only an advisor, not a member of the Board and cannot set Board policy. Managers are not engineers, attorneys, land surveyors, or accountants. The Board may retain these services, if needed. We encourage you to attend the association meetings to stay informed.
- **Social media and websites** – Managers do not moderate or control social media. Some managers may use social media or observe social media sites but are not required to do so by the Board. Some Boards or individuals have created social media pages or websites on their own that are outside the control of the manager. The best way to communicate with your manager is through email or the HPS Portal.
- **Obtaining information** – The HPS Portal is your best tool for checking your account balance, viewing minutes, finding out meeting dates, viewing controlling documents, reporting issues, and much more. If you have not used this yet, we encourage you to do so! Go to www.HPSmanagement.com and click “Homeowner Login” in the top right corner.
- **Appointments with a manager** – If you wish to speak with a manager in person, an appointment is required. This will allow the manager to have pertinent information available for the meeting and invite Board members to participate.
- **Emergencies** – Matters that are not a risk of imminent bodily harm or significant property damage are dealt with during normal business hours. To report an emergency that **does** pose a risk of imminent bodily harm or significant property damage you may call 410-939-1500 and follow the prompts.
- **Solving your issue** – We are here to help you! Managers are bound by laws, the association’s governing documents, and the Board. If the issue is not a violation of rules, or is not in the scope of the manager’s authority from the Board, the manager may not be able to take any action. Managers may refer you to the appropriate resource for your issue.
- **Conflicts** – Managers are trained to deal with conflict, but will not get involved in quarrels between neighbors.
- **Compliments and concerns** - We encourage you to send a letter or email to the Board, in care of the manager, for all compliments and concerns about Board policy and the performance of contractors. We also encourage you to attend meetings and share your thoughts in a polite manner directly to the Board. Profanity, threats, and providing false information will not be tolerated.
- **Contractors and vendors** – Managers are responsible for monitoring contractors and vendor performance, but not for on-site supervision. If you have a concern about a contractor, we encourage you to send a letter or email to the manager who may notify the Board. The Board will always decide how to proceed under the terms of the contract. Please do not interfere with any contractor performing work in the community.

Managers work under the supervision of the Board of Directors. The Board is comprised of volunteers from the community, just like you!

Homeowner and Tenant Contact Information

Community: **Clearview Meadow Homeowners' Association**
Clearview Meadow Address: _____

Please complete this form and return to HPS using one of the following options:

By mail: Document Processing
424 North Union Avenue
Havre de Grace, MD 21078

By email: Rayna.Butler@hpsmanagement.com

By fax: 1-866-724-5497

Homeowner contact information:

Homeowner Name(s): _____

Homeowner's Primary Mailing Address: _____

Homeowner's Primary Phone Number: _____

Homeowner's Alternate Phone Number: _____

Homeowner's Primary Email Address: _____

Homeowner's Secondary Email Address: _____

If you are renting your unit, please provide the tenant or managers contact information:

Tenant's Name(s): _____

Tenant's Primary Mailing Address: _____

Tenant's Primary Phone Number: _____

Tenant's Alternate Phone Number: _____

Tenant's Primary Email Address: _____

Tenant's Secondary Email Address: _____

INFORMATION COLLECTED IS ONLY USED FOR OFFICIAL ASSOCIATION BUSINESS

