



Homeowner Association Assessment FAQs

HOW CAN I PAY MY HOA ASSESSMENTS?

1. Portal - Frontsteps
 - Website - Aptexx (aptx.com)
 - Pay with Credit Card: 3.95% processing fee
 - Pay with checking/savings: (one-time payment) \$4.95 fee
 - Pay with checking/savings: (autopay) - free

2. Portal - Comweb
 - Website - Comwebportal.com
 - Pay with Credit Card: 3.5% processing fee
 - Pay with checking/savings:
 - \$2/per transaction for one-time payments or autopay

3. Mail Check
 - No Fee
 - Please include your account number or Suncadia property address in the memo of the check.
 - Mail to: P.O. BOX 944, Roslyn, WA 98941

**Note processing fees are assessed by 3rd parties and Suncadia does not charge those fees nor profit from them.*

IS THERE A PAYMENT PORTAL BETTER THAN THE OTHER?

Yes, we suggest using the Comweb portal. It is connected to our accounting software and shows real time information for statements, payments, etc. It also updates your autopayment amount if the assessments change yearly. The Frontsteps portal does not if you use it for autopay.

WHY DO I HAVE MORE THAN ONE HOA ACCOUNT?

Every homeowner in Suncadia and Tumble Creek has a Suncadia residential owner association account and pays for quarterly assessments.

- The assessments are \$460 for 2023 and are due 4/1/23, 7/1/23, 10/1/23, 1/1/24.

WHAT DO MY HOA ASSESSMENTS PAY FOR?

You can go to the website - suncadiacommunityassociations.org and click on “what do my SROA assessments pay for” to learn more about what each association assessments pay for in the community where you live.

HOW AND WHEN ARE STATEMENTS SENT?

WHEN AM I ASSESSED A LATE OR INTEREST FEE?

- Statements are sent by e-mail 2 times every month. The first and the last business day of the month.
- We do not mail statements to avoid a costly increase to assessments.
- Assessments are due the 1st of the month, reminder statements are sent on the 10th quarterly to only SROA and TCVA owners.
- Late statements are sent the last business day of the month.
- A \$30 late fee and *interest fee are calculated on a monthly basis once a balance is considered overdue. All late fees and interest are recorded to the association.

**Not every association is assessed a late fee on the 25th, some assess on the 30th based on the association.*

PER THE COLLECTION POLICY LISTED BELOW:

- Tumble Creek late/interest fees are assessed 30th of the month.
- Suncadia residential association’s late fees assessed 25th and interest the 30th of the month.
- Lodge late/interest fees are assessed on the 25th of the month.
- Trailhead late/interest fees are assessed on the 25th of the month.

CAN I WRITE ONE CHECK FOR ALL MY ASSOCIATIONS ASSESSMENTS?

IE: LODGE AND ROA

No, each association requires a separate payment since they are each different legal entities. A check needs to be made out to each association you are making a payment for.

DOES AUTOPAY PAY FOR SPECIAL ASSESSMENTS AND LATE/INTEREST FEES?

No, it does not as we do not want to overdraft your account. If you would like to have your special assessment be used with autopay you can set this up through the Comweb portal or reach out to accounting at hoa-accounting@suncadia.com to set this up on your behalf when there is a special assessment.

I STILL HAVE QUESTIONS ABOUT MY HOA ACCOUNT.

Please contact us at hoa-accounting@suncadia.com where we do our best to respond within 48 hours.