



Homeowner Association Assessment FAQs

HOW CAN I PAY MY HOA ASSESSMENTS?

1. Portal – Frontsteps

- Website - Aptexx (<https://frontsteps.aptx.cm/#/user/login/>)
- Pay with Credit Card
 - o All Associations: 3.95% processing fee
- Pay via Checking/Savings:
 - o SROA, TCVA and LRCA:
 - One-time payment: \$4.95 fee
 - Autopay - \$0 fee
 - o Unit Owners of Trailhead, Trailhead II Condo and Trailhead Townhomes:
 - One-time payment: \$2.95 fee
 - Autopay: \$2.95

2. Portal – Comweb

- Website - Comwebportal.com
- Pay with Credit Card: 3.5% processing fee
- Pay with checking/savings: \$2.00/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 charged by 3rd parties as contracted by each Association. Suncadia does not charge these 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 due quarterly on 1/1, 4/1, 7/1, 10/1.



WHEN ARE ASSESSMENTS DUE FOR OTHER ASSOCIATIONS?

- Lodge assessments are due monthly on the 1st of every month.
- Unit Owners of Trailhead are due monthly on the 1st of every month.
- Trailhead Townhomes are due monthly on the 1st of every month.
- Trailhead II Condo Association are due monthly on the 1st of every month.

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, the 25th of every month. All late fees and interest are recorded to the Association as income.

PER THE COLLECTION POLICY LISTED BELOW:

- Tumble Creek late/interest fees are assessed 25th of the month.
- Suncadia residential association’s late/interest fees are assessed 25th of the month.
- Lodge late/interest fees are assessed on the 25th of the month.
- Trailheads (including Unit Owners, Trailhead II, Trailhead Townhomes) 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.