



Yorkshire Meadows

Welcome Letter

WEBSITE

www.yorkshiremeadows.com

Visit this site to make HOA payments, access the calendar and documents, report damage or violations, and ask questions using action items.

HOA PAYMENTS

Check or BillPay:

Send payments to:

Yorkshire Meadows
PO BOX 179
Lehi, UT 84043

If you are paying by check, be sure to put your full property address on it so payments are applied to the proper account.

Credit Card:

You can pay online via the payments tab on your community website (fees apply).

Autopay:

You can set up autopay through the payment tab on the community website as well. As we work through the transition, **ACH will be available starting for September dues. Details must be entered by August 20th.**

Dear Homeowners,

We are excited to announce that Advanced Community Services (ACS) is our new management company. Please read the following carefully as this newsletter includes important information about how to communicate with ACS and transition seamlessly.

Transition Meeting: On August 3rd at 7:00pm, at the Pleasant Valley Library Branch (5568 S Adams Ave, Washington Terrace, UT 84405). ACS will meet with owners to give an introduction, discuss the community website, review payment options, and answer questions. We hope to see you there!

Homeowner Communication: There are several things in the works for the betterment of the community. One of these changes is that communication needs to go through the management company.

There are two main ways to communicate with our management company:

Community Website Action Items: this is the *preferred method*. This allows for reaching out directly to our Board and assigned manager and can be done at any time of the day through the Action Items at www.yorkshiremeadows.com. There is a link to the management portal where you can create an account. During the first couple months of the transition, the website will be updated with all the current documents needed for homeowner access.

Phone: the HOA's number is 801-641-1844. When calling, the office will direct you to the website as it usually contains the answers you need. You have access to community documents, your payment history and balance, and it allows you to communicate directly with the manager. With that said, we know sometimes online options aren't available and our office is here to help.

Board Communication: The role of a management company is to take care of the community's needs under the direction of your volunteer board members. Part of this responsibility includes being the point of contact for owners. We encourage owners to work directly with ACS through the community website action items, as these action items are also visible to the Board.

HOA Dues: Please adjust your payment method after August 1st. If you already sent a recent payment to our previous management company, that is okay. If you are on autopay, the previous management company will process your August payment. We will work with them to receive your funds. Below includes payment options and how to update future payment methods.

How can I pay my monthly HOA dues? There are four payment options:

1) **Paper check.** Mail to Yorkshire Meadows at PO Box 179, Lehi, UT 84043

2) **Credit card via website.** Once registered and logged in, look for a tab labeled "Payments" and follow the instructions to complete your payment submission. (Note: This is not the recommended payment option as there is a minimal fee for using this online payment system.)

3) **ACH Autopay via website.** This is a free method through the website. Go to Payments and then click on the ACH Setup tab. Complete the Setup ACH form and submit. Your account will be charged automatically, usually between the 1st and 5th of the month. **Set up autopay by August 20th for payment of September dues.** If you complete the set up after that date, your bank account will not be drafted until the following month. We appreciate your understanding.

4) **Bank Bill Pay.** This is an option available through most banks and is typically managed through your personal online banking. Note: When utilizing this option, it is imperative that you include the name of your HOA and your address or account number in the information you give to your bank.



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ACS Frequently Asked Questions

What are “Action Items”?

Action Items are the HOA’s main communication tool. They are programmed into your community’s website as a sort of private message board, which allows us to track the progress of any outstanding work items. Posting an action item is confidential and your message is only visible to the HOA Board and your management team (the parties able to directly help answer questions or solve problems) and is in no way made public to other homeowners. Action Items are never deleted or misplaced, and every message is time/date stamped for tracking purposes. We make every effort to resolve Action Items as quickly as possible.

Why can’t I just call and talk to a human about my problem?

You are certainly welcome to call our office at any time. Our knowledgeable and friendly staff will make their best effort to answer any questions you may have. However, Action Items are the only way for you to actively view and track the progress of an issue. For this reason, we always recommend posting to our Action Items, as it is the most efficient and effective way to make sure you’re talking to the right people, the ones who can resolve your concerns most quickly and effectively.

Okay, I understand. But how do I post an Action Item?

Posting an Action Item is simple and straight-forward. First, visit your community website at www.yorkshiremeadows.com . Enter your email and password and click “Log On”. If you’ve never logged in to the website before, you will need to select the “Need to Register?” to create an account. Once you are logged in, you should see your community’s home page with the most current newsletter. Look for a tab labeled “Action Items.” This is where you can view any Action Items you have posted, and/or create a new Action Item. Simply select “Create New”, type your message, click “post”, and your Action Item will be immediately visible to the HOA Board of directors, as well as your entire property management team. That’s it! You have successfully created a new Action Item. You can expect a response within 2 business days.

What if I don’t have a computer or internet access?

We understand that although technology is very popular, not everyone has access to a computer or internet. That’s okay. We always recommend you be the one to post an action item whenever possible, only because you will be able to track the status of your concern at any time and be actively involved in the communication process yourself. However, if for some reason you are unable to do so; our office staff will post the action item on your behalf.

What else can the website do for me?

Your community’s website is the key communication tool for the HOA and its homeowners. Not only are we able to communicate with you directly about the happenings of the HOA and answer any questions you may have; you now have full, on-demand access to the community’s governing documents, financial reports, and many other important HOA documentation and information. We hope you will utilize this great resource as it has many benefits to you and all homeowners!