



FAQ - Frequently Asked Questions

Q: What methods are available to pay my Association Dues?

A: There are 3 methods in which you can pay your monthly association fee, see below -

- 1) You can mail a check with coupon to address on coupon – must be received by the bank prior to the Late Date appearing on your coupon – otherwise you must pay a late charge as well.
- 2) You may now pay on-line via check or credit card – **this must be done monthly** – and received by the bank prior to the Late Date appearing on your coupon – otherwise you must pay a late charge as well.
 - a. Go to www.cabanc.com to register – then go to Pay Assessments. On registration – you must type exact name of your association – no abbreviations – i.e. Braddock versus Braddock Preserve at Winslow.
 - b. Go to "Our Communities" section above for formal association names as required on this document.
 - If you want on-going rather than having to do it manually each month – see #3 below.
- 3) You can set-up a reoccurring automatic payment (by check).
 - a. Contact Target Property Management to request an ACH Debit Form in order to set-up or for actual ACH Debit form click on this link: <http://www.targetpm.com/TargetPM-4-ACH%20Authorization-%20trifold-1pg.pdf>
 - Funds will be transferred between the 5th and 10th of each month.
 - Authorization must be received by the 15th day of the current month for processing to start the following month.

Q: Who should I contact if I have a question, suggestion, or issue with the common property or my own property?

A: All questions, suggestions, or issues must be placed in writing on this form –

link is <http://www.targetpm.com/TargetPM-1-Action%20Formuse%20to%20submit%20question,%20suggestion%20or%20issue.doc>

and sent either via email

info@targetpm.com or Fax # 856-988-8661. Go to **Forms & Applications** section.

Q: Where can I find the following documents for my community?

- a) Current Budget
- b) Homeowners Manual with Rules and Regulations
- c) Master Deed
- d) Declaration of Protective Covenants
- e) By-Laws
- f) etc.

A: These documents are available to purchase at www.condocerts.com

Q: What do I need to do for my upcoming settlement?

A:

Settlements

- All settlements are no longer handled within our office - go to www.condocerts.com.
- A title company or realtor can order questionnaires, status of account letters, or even the governing documents (by-laws) for a particular association.

Project Questionnaires

For anyone who needs a specific questionnaire filled out

- Please purchase a questionnaire online and then fax the form along with the CondoCerts form to **602-636-8354 Attn: Diana Gros**
- The turn around time for a general questionnaire is 24 hours and 3 -5 business days for a specific form.

Status of Account Letters

For any questions regarding the CondoCerts website and how it works please call: **1-800-310-6552**