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From: donotreply@cincsystems.net
Sent: Monday, July 24, 2023 3:39 PM
To: XXXXXXXXXXXXXXXXXXXX
Subject: Ridgemoor Master Association Welcome Harbeck Hospitality As The New Management Of The Community!
Attachments: INFORMATION SHEET Ridgemoor Master Association.pdf; Harbeck Launch Flyer (1) (1).pdf; ACH Authorization Form (2) (2).pdf



Dear Ridgemoor Residents

We are pleased to announce that your Board of Directors has selected Harbeck Hospitality to provide full-service management of your Association effective **08/01/2023**. On behalf of Ridgemoor Master Association Board of Directors and all of the residents of the community, Harbeck Hospitality extends a warm welcome to you as property owner of the community. We wish to take this opportunity to provide you with some information which will help make the transition of your community as smooth as possible. We hope you find this information useful and that you will let us know if we can be of further help.

Who we are and what we do: Harbeck Hospitality is the Association’s managing agent. The operation and management of your Association is governed by your Association’s governing documents (e.g., Declarations, By-Laws, Board Rules and Policies) with direction provided by an elected Board of Directors. The Association, with the professional management services of Harbeck Hospitality, is responsible for adhering to and ensuring members’ compliance with the Association’s governing documents, billing, and collection of assessments, and maintaining the property standards defined for your property. A Harbeck Hospitality Community Manager meets regularly with your Board of Directors to review and report on the quality of vendor services, maintenance issues, owner compliance, and overall operations of your Association. In short, we work hard to help keep everything running smoothly in your community.

Where/How to find information about your Association and your account:

Community Portal (hhrmgt.cincwebaxis.com): The first place to go is your Association’s designated portal which provides 24/7 access. We highly encourage you to sign up for your property website. Having an online account with our system will not only give you access to your association related documents, but also see your account balance, make payments on-line, enter and track maintenance requests, view a community calendar, and receive important information about the Association.

How to pay your Association Assessments (Dues): For your convenience, Harbeck Hospitality in conjunction with CINC Systems, LLC will provide the following methods of payment:

1. ACH: We offer the option to pay your dues via ACH. To initiate this payment method, kindly complete the enclosed form and return it to the designated email address. Please note that each ACH payment will be processed between the third and fifth of the month, as specified by the payment schedule. This option is free to use for all unit owners. It is

important to note that current ACH payments will not be automatically redirected to the new payment gateway. Therefore, if you currently make payments through ACH, we kindly ask you to submit a new ACH form to ensure that your payments continue without interruption. The ACH form is attached to this communication, and you can request a copy by emailing info@hhrmgt.com.

2. Online Payments: You will be able to make online payments using either e-check or credit cards. To make your payments, please go to our website at hhrmgt.cincwebaxis.com. This website has been specifically designed to allow you the convenience of making your payments online and accessing your account information. On your first visit to the website, you will need to register. Simply click on the "Sign In" button and then hit "Create Account". On the following page, please complete the information required. **Your account number is not required for registration and only the red dotted categories are.** Once your registration request is reviewed and validated by Harbeck Hospitality, you will receive an email with a link to set your password. You can then log in with your email address and new password to make payments and access information about your community. There is a \$1.99 convenience fee for E-checks and a 3.25% convenience fee for credit card payments.

3. Online Recurring Payments: Our website also allows you to set up automatic recurring payments. To set up your recurring payments, log into your account and then click the Pay Assessments Link. On the Pay Assessments page, you can choose to set up your recurring payments for E-checks or credit card by clicking on the New Recurring E-check or New Recurring Credit Card link. There is a \$1.99 convenience fee for E-checks and a 3.25% convenience fee for credit card payments.

4. Lockbox Service: You will be receiving new payment statements in your email. The new address for mailing payments is listed below. When writing your check, please make sure to make it payable to your Association and include your account number on the memo line.

5. If you would like to pay your assessments using an online bill payment service or your personal bank's online payment service, you must delete and set up a new payee using the updated information below. This will ensure your payment is posted promptly.

Ridgemoor Master Association Inc
C/O Harbeck Hospitality, LLC
P.O. Box 20325
Tampa, FL 33622

Where/how to update your contact information: It is imperative that we always have current contact information, so you are kept informed about important association related business. When/if your email, mailing address, phone number or other contact information changes, you can make these changes on the owner's portal on the 'Contact Info' page. It is important to keep your profile current.

Contact Us: If you do not find the information you need on the website, we can be reached at 727-386-5575 and we will be happy to assist you. You may also view our video library below on some common tasks in the portal:

1. [WebAxis Experience - Homeowners New Theme \(4:26\)](#)
2. [WebAxis Experience - How to Register for WebAxis \(1:48\)](#)
3. [WebAxis Experience - Making a Payment \(2:30\)](#)
4. [WebAxis Experience - Quick Payments \(1:14\)](#)
5. [WebAxis Experience - Reviewing Architectural Requests \(2:39\)](#)

The transition of your community's records and management will be handled over the next few weeks. We look forward to providing exemplary client service to homeowners and supporting the Board of Directors in their stewardship of Ridgemoor Master Association Inc

On behalf of Ridgemoor Master Association Inc

This Community is Professionally Managed By:
Harbeck Hospitality
2626 Tampa Rd, Ste 203
Palm Harbor, FL 34684
727-386-5575 | www.hhrmgt.com

Powered by CINC Community Association Management Software