

CHANGES TO THE DUES PROCESS & ANNUAL INVOICES— **IMPORTANT PLEASE READ!**

As previously communicated, changes are coming to the Association's dues billing and payment process to streamline the process and to be more efficient. The Annual Invoices will be mailed directly from FirstService Residential by December 15, 2024. You will also be provided with communication outlining your new account number, new remittance address, and how to register for the FirstService Residential Connect portal to make dues payments electronically. If you do not receive your invoice by 1/2/25, please contact the Member Services Office. The Association will be sending a statement for all remaining 2024 balances before the end of the year.

The invoice is due and payable in full by January 15, 2025.

Changes to the Dues Payment Process at Member Services Office:

**As of Wednesday, January 1, we will no longer accept dues payments
(No check, cash or charge) at the Member Services Office.**

**Payments by check MUST be sent to the address on the Annual Invoice or completed
online on the Connect portal; this includes all payment plan payments.**

**All other payments (gate cards, guest badges, fobs, citations, etc.) will be accepted
until further notice at the Member Services Office.
(Check or Credit/Debit card ONLY-No Cash)**

Payment plans are available for qualifying members. If eligible, please send ALL payments **to the address indicated on the payment information from FirstService Residential** or make the first payment online in the new Connect Portal **no later than January 15, 2025**. **Accounts 30 days past due will be considered delinquent.** Penalty fees will be assessed to owner delinquent accounts starting as of February 16, 2025.

To qualify for any installment payment plan, all prior balances must be paid in full. Please contact our Accounting Department at accounting@sawcreek.org to schedule an appointment to discuss alternative payment arrangements that may be available to you.

Changes to the payment plan: There will be a non-refundable payment plan fee added to each payment plan as follows:

Duration of Payment Plan:	Fee:	Payment Amount (*)
Six (6) Month Plan	\$60.00	\$365.00/month
Twelve (12) Month Plan	\$120.00	\$187.00/month

(* Payment amount includes payment plan fee.

Changes to the online payment portal: As outlined above, information regarding how to sign up and make online payments in the new FirstService Residential Connect portal will be enclosed with the Annual Assessment.

As a friendly reminder, in 2022 each property received six (6) fobs once the member of record signed a Disclaimer (ASSUMPTION OF RISK, GENERAL RELEASE, AND WAIVER OF LIABILITY AND INDEMNITY AGREEMENT). **Please be advised that the terms and conditions of the Disclaimer continue to apply until a unit transfer occurs or there is a change in tenancy.**

We strongly encourage you to complete the Member Information Form annually to ensure we have updated information. Contact information does change from time to time, and if an emergency at your property occurs, our only resource to alert someone is the contact information you provide on this form. Please take a few minutes to complete this form online. Please visit <https://sawcreek.org/memberform/> and complete the required Member Information Form to avoid any disruption with your gate cards.

Member Services is open Monday, Wednesday, Thursday, Friday, and Saturday from 9 am to 4 pm. We will be closed on Wednesday, December 25, 2024 and Wednesday, January 1, 2025, in observance of the holidays. Our goal is always to provide you with excellent service. Don't hesitate to contact us at (570) 588-9329 or email us at memberservices@sawcreek.org with any questions you may have.