FirstService RESIDENTIAL

Dayton Valley Community Association

Frequently Asked Questions

I have already mailed this month's payment to the former management company. What happens now?

- The management company will forward your payment information to FirstService Residential. Please allow additional time for processing your payment.

Will I be receiving new Statements?

- Yes, you will continue to receive statements. However, your billing statement will arrive in end of August. Please note, this statement will only reflect your current monthly dues and not your actual balance. Any existing balances or credits will be reflected in your second statement; once final accounting reports are received from the previous management company.

Do I have to cancel my ACH payments with the former management company?

- No. This should be an automatic cancellation, but you may contact the former management company to confirm.

Does the existing ACH payment information with the former management company transfer over to FirstService Residential's payment system?

- No, the ACH information from the former management company does not transfer over to FirstService Residential.

Can I pay my assessments online and view my account balance?

- Yes, to view your account balance, please visit your community website: DaytonValley.ConnectResident.com. Be sure to review the newsletter included in this package for registration details. You will be able to view your balance, make payments via ClickPay and more!
- To pay your assessments online or sign up for ACH, please visit login.clickpay.com/firstservice on or after August 26th, 2022 and register your account. One-time and recurring payment options are available. Please review the enclosed newsletter, which provides step-by-step instructions on how to get started with ClickPay.

After submitting my recurring payment, when will the payment be deducted from my account?

- If you are utilizing ClickPay or your personal bank's online bill pay, your payment will typically be deducted from your account within 3-5 business days after the payment is submitted. We recommend you submit your payment no later than 3-5 business days prior to the delinquent date to avoid late fees.

Do I have to update my banks bill-pay service with a new account number and mailing address?

- Yes. Your new account number is included in the top right corner of your Welcome Letter and the mailing address should be updated to:
  Dayton Valley Community Association
  C/O FirstService Residential
  PO Box 30422
  Tampa, FL 33630-3422

Will the amount of my assessment and late date change?

- No, assessment due dates and late dates will remain the same. However, as a courtesy due to the transition between management companies, late fees will be waived for the next 60 days, August thru September 2022.

Can I receive my statement electronically?

- Yes. After you receive your first statement, you can sign up at:
  https://estatements.welcomelink.com/nevada

FirstService RESIDENTIAL

Welcome to your Connect Resident Portal

DaytonValley.ConnectResident.com

Is being Connected important to you? Of course, it is! That is why FirstService Residential provides the Connect Resident Portal (community website) to meet your unique needs. The portal is available in both web-based and mobile applications. To download the app, search "Connect Resident" in your app store.

Use the portal to:

- View accounts balance and transaction history
- Pay your assessments
- Access important association forms and documents
- Find answers to association-related questions
- Reserve amenities
- Contact the management team
- Update your communication preferences
- Update contact information
- View community news and events
- Register vehicles, pets, and etc.

Registration for DaytonValley.ConnectResident.com

1. Scan the QR code to be directed to the community website.
2. Click the "Login" button in the upper right-hand corner of your community website homepage.
3. Select "Create Account" and enter the requested information. A verification code will be sent to your email address. You will need to enter this code and create a password to complete your registration.
4. Enter your Account Number (listed on your Welcome Letter) or property address when prompted. If you own multiple units, you only need to register one time. After registering, you may select "Add New Property" within your profile to add the Account Number(s) for your additional unit(s).

Who Can Register?

Owners and Board Members can register using the same account number and/or property address

My Account Tab Features

- Update communication preferences
- Log, add and edit vehicles
- View violations
- Review your Design Review applications

Communication Tab Features

Contact your management team via phone or message them through the portal's Help section.

FirstService RESIDENTIAL

Dayton Valley Community Association

Your Assessment Payment Options

Please refer to your Welcome Letter for your account number.

How can I pay my assessments?

Your first statement will be arriving by end of August, This statement will only reflect your current monthly dues. When we receive the final accounts receivable support from the previous management company, we will update each homeowner's account accordingly.
You will continue to receive monthly coupon. If you would prefer to receive e-statements, please visit http://estatements.welcomelink.com/nevada and click Register Here.



Pay Assessments Online

You can make one-time or automatic recurring online bill payments by e-check (ACH) from your bank account or with your credit or debit card through ClickPay. There is no cost to you when making payments online by e-check (ACH). Please note that a small fee is charged by ClickPay to pay by credit or debit card.

You can access ClickPay by visiting login.clickpay.com/firstservice and by clicking Register. Create your online profile and connect your home using your new account number listed on your statement or Welcome Letter. Sign up with ClickPay today and enjoy the convenience of online payments!

Please Note: if your home is under a Trust or business, you will need to type the name of the Trust or business exactly as specified in your Welcome Letter into the "Last Name" field (i.e. "Last Name: John B Doe TR").

- Pay by e-check (ACH) for FREE or by credit/debit card for a small fee
- Pay 24/7/365 from your smartphone, tablet, or other media device
- Set it and forget it with automatic recurring payments
- Manage and track your online payment history

For help with your account or setting up payments online, visit ClickPay's support center at www.clickpay.com/gethelp for access to FAQs step-by-step walkthroughs, live chat and email support or call 888.354.0135 (option 1). Please see the quick registration guide located on the back of this guide.



Pay Assessments by Check

To mail your assessment payment, please send a check to the address below with the remit slip from your statement.
Dayton Valley Community Association
c/o FirstService Residential
PO Box 30422
Tampa, FL 33630-3422



Pay Assessments Using your Bank's Bill Pay Service

You may continue to use your own bank's bill pay service. Please be sure to update the address to the PO Box listed above. You will also need to reference your new Account Number, found on your Welcome Letter.

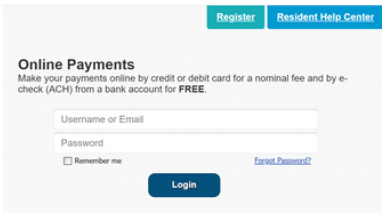
FirstService RESIDENTIAL

Manage and Pay Your Charges and Assessments Online

We provide a convenient and secure way for you to manage and make payments online through ClickPay. Get started by the following instructions listed below.

Step 1 Creating your Profile

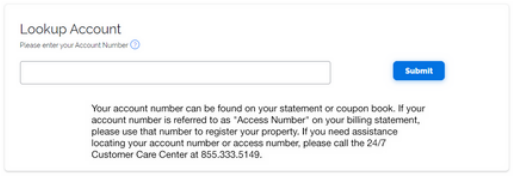
Visit login.clickpay.com/firstservice, click Register, and then create your online profile.



Step 2 Connecting your Profile

Enter the FirstService Residential Account Number and the Last Name listed on your Welcome Letter or Statement.

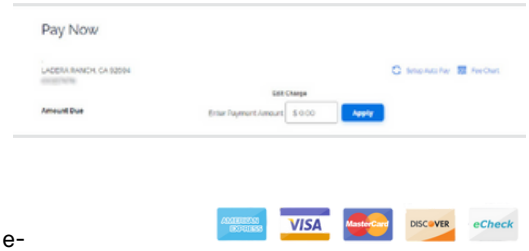
Last Name Entered Not Working?
Try entering your last name exactly as it appears on your Welcome Letter or Statement. If your account is under a Trust or business, you will need to input the full Trust or Business name exactly how you see it on your Welcome Letter/Statement into the "Last Name" field. (i.e "Last Name: John B Doe TR").



Direct-Debit Users
If you're looking to gain access to your existing automatic ACH Direct-Debit profile transition to ClickPay, you will be required to verify your banking details associated with this payment schedule.

Step 3 Make a One-Time Payment

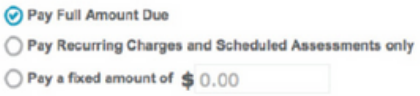
From the home screen, confirm your payment amount and then click continue



Adding a payment option
When setting up one-time or automatic payments, you will be required to select a new or existing payment option, including e-check (ACH) for free or credit and debit card for a nominal fee.

Step 4 Connecting your Profile

From the home screen, click Auto Pay and then select your payment option, payment frequency and amount.



Full Amount
Select this option if you want to pay all charges on your account automatically including assessment charges, special assessments and one-time fees.

Pay Recurring Charges and Scheduled Assessments Only
Select this option if you would prefer to only pay recurring charges automatically, such as assessment fees, parking, storage etc. Miscellaneous one-time charges, such as one-time special assessments, late fees or work order, are not included.

Fixed Amount
Select this option if you want to pay a fixed amount of the total due. Any amount due above the fixed amount will not be paid automatically and you will need to submit a separate, one-time payment for any overage.

Please ensure your payments are scheduled to run no more than 2-3 days prior to your payment being due as your balance may not be available to pull through ClickPay until on or after this date.

Need additional Help? Visit www.clickpay.com/gethelp or call 888.354.0135 (option1).

Dayton Valley Community Association

HOMEOWNER INFORMATION PACKET

Information provided is for the exclusive use of the Dayton Valley Community Association and will not be given away or sold for any other purpose.

Welcome to FirstService Residential! Please complete and return this form to the email address, mailing address or onsite office at the bottom of this page. This will ensure that management has the correct information for contacting you regarding your property.

NEVADA SERVICEMEMBERS CIVIL RELIEFT ACT

If you are a service member, or the dependent of a service member, you may be entitled to certain protections under the Nevada Servicemembers Civil Relief Act ("NVSCRA"). Subject to specific exceptions, the NVSCRA provides that an association may not initiate the foreclosure of a lien by sale if the unit's owner, or his or her successor in interest, is a servicemember or a dependent of a servicemember during any period that the servicemember is on active duty or deployment or for a period of one year immediately following the end of such active duty or deployment.

<u>If you are a servicemember or the dependent of a servicemember, please check the box below, fill out the contact information, and return this form to Dayton Valley Community Association.</u>

❑ I am eligible for protection under the NVSCRA because I am a service member, or a dependent of a servicemember, currently on active duty or deployment or in the period of one year immediately following the end of such active duty or deployment.

Unit Owner's Name: _____

Unit Address: _____

Mailing Address (if different): _____

Email Address: _____ Phone: _____

Servicemember's Name: _____

Servicemember's Date of Birth (required): _____

Current or Anticipated ACTIVE DUTY dates: _____

Current or Anticipated DEPLOYMENT dates: _____

If you are a service member, or a dependent of a service member, or a successor in interest of a service member, you may be entitled to certain protections in collection activity pursuant to Nevada Senate Bill 33, which became effective on May 29, 2017.

Service member – member of the U.S. Armed Forces, a reserve component thereof, or the National Guard.
Active Duty – full-time duty status in the active uniformed service of the United States, including members of the National Guard and Reserve on active duty orders pursuant to 10 USC §§ 1209 and 1211.
Deployment – movement or mobilization of a service member form his or her home station to another location for more than 90 days pursuant to military orders.
Dependent – (a) the service member's spouse; (b) the service member's child (as defined in 38 USC §101(4); or (c) an individual for whom the service member provided more than one-half of the individual's support for 180 days immediately preceding an application for relief under 50 USC Chapter 50.

NEVADA EMPLOYEES CIVIL RELIEF ACT

If you are a federal worker, tribal worker, state worker, or a household member or landlord of such a worker, you may be entitled to certain protections under Assembly Bill 393 (referred to hereafter as the Nevada Employees Civil Relief Act, or "NECRA"). Subject to specific exceptions, NECRA provides that an association may not initiate the foreclosure of a lien by sale if the unit's owner, or his or her successor in interest, is a federal worker, tribal worker, or state worker, or a household member or landlord of such a worker during the period commencing on the date on which an applicable shutdown begins and ending on the date that is 90 days after the date on which the shutdown ends.

If you are a federal worker, tribal worker, or state worker, or the household member or landlord of such a worker, please check the appropriate box below, fill out the contact information, and return this form to Dayton Valley Community Association.

I may be eligible for protection under the NECRA because I am a:

- ❑ federal worker
- ❑ tribal worker
- ❑ state worker
- ❑ household member
- ❑ landlord of such a worker

Unit Owner's Name: _____

Unit Address: _____

Mailing Address (if different): _____

Email Address: _____ Phone: _____

Federal, Tribal, or State Worker's Name: _____

Relationship to the Federal, Tribal, or State Worker: _____

The following definitions apply under the NECRA:

"Federal worker" means an employee of a federal agency or an employee of a contractor who has entered into a contract with a federal agency." "Household member" means any person who is related by blood, marriage, adoption or other legal process and is currently residing with a federal worker, tribal worker or state worker affected by a shutdown. "Qualified Indian tribe" means a federally recognized Nevada Indian tribe that receives at least a majority of its funding from the Federal Government. "Shutdown" means any period in which there is a lapse in appropriations for a federal or state agency or tribal government that continues through any unpaid payday for a federal worker, state worker or tribal worker employed by that agency or tribal government. "State worker" means an employee of a state agency or an employee of a contractor who has entered into a contract with a state agency. "Tribal worker" means an employee of a qualified Indian tribe or an employee of a contractor who has entered into a contract with a qualified Indian tribe.