



Oct 3rd 2022

**WELCOME TO BLUE MOUNTAIN COMMUNITY MANAGEMENT  
Oak Hills HOA**

Dear Oak Hills Owners,

The Board of Directors for Oak Hills HOA has selected Blue Mountain Community Management (BMCM) as your NEW association manager. We are excited and appreciative of this opportunity and we look forward to working with you, beginning October 2022

Like any association management firm, we work at the pleasure of the Board of Directors and take our direction from them and your legal documents (CCR's and Bylaws) plus any existing rules and regulations that have been adopted. Our goal is to provide a seamless transition in services to Oak Hills homeowners.

Here are just some of the items you can expect going forward:

1. **Quick response times and service:** BMCM prides itself on responding to calls and emails quickly. We track all service calls and emails to ensure you are receiving a response. You should always receive a response within 24-48 hours.
2. **On-time and correct financial services:** We offer online payment options through our TownSQ website and all of your reserve funds and operating funds are managed by fully insured and bonded professionals.

Your account number can be found on the statement enclosed; assessments will remain the same in the amount. The initial due date to Blue Mountain for your HOA payment will be Nov 15<sup>th</sup> 2022 .Please utilize this account # to set up any auto payment with your bank.

After Oct 15<sup>th</sup>, please direct any and all correspondence regarding the HOA to BMCM via our website or the phone number below. You can also send an email to: [info@bluemountaincommunity.com](mailto:info@bluemountaincommunity.com) and will be happy to answer any and all questions. We are looking forward to working with you!

Thank you,

Blue Mountain Community Management



**BLUE MOUNTAIN**

COMMUNITY MANAGEMENT

An **Associa**® Company

**New Homeowner Information**  
**Oak Hills HOA**

First Name(s): \_\_\_\_\_  
\_\_\_\_\_

Last Name(s): \_\_\_\_\_  
\_\_\_\_\_

Property Address: \_\_\_\_\_  
\_\_\_\_\_

Mailing Address: \_\_\_\_\_  
\_\_\_\_\_

(If different from property address)

Phone Number(s): \_\_\_\_\_  
\_\_\_\_\_

Email Address: \_\_\_\_\_

Thank you,

Blue Mountain Community Management



## Frequently Asked Questions

<ul style="list-style-type: none"> <li>• How do I get a hold of Blue Mountain Community Management?</li> </ul>	<ul style="list-style-type: none"> <li>• Office Hours: 8:00am - 5:00pm M – Th; 8:00am – 4:00pm F</li> <li>• Office: 503-332-2047 (OR)</li> <li>• Fax: 503-746-5416 (OR)</li> <li>• Email: <a href="mailto:info@bluemountaincommunity.com">info@bluemountaincommunity.com</a></li> </ul>
<ul style="list-style-type: none"> <li>• What if I have an emergency that is threatening HOA Property?</li> </ul>	<ul style="list-style-type: none"> <li>• If the matter is a fire and/or life emergency, call 911 first and then call our office to speak to the afterhours answering service.</li> <li>• For all other afterhours non-life-threatening emergencies (i.e. flooding, a downed tree, etc.) call our office and the answering service will assist you.</li> </ul>
<ul style="list-style-type: none"> <li>• How do I pay my HOA bill?</li> </ul>	<ul style="list-style-type: none"> <li>• Mail a check with the payment coupon included with each statement.</li> <li>• Address for payments: Oak Hills HOA PO Box 7152 San Francisco, CA 94120-7152 *no processing fee</li> <li>• Check with your bank for BillPay options *no processing fee, but check with your bank</li> <li>• For online payment or setting up a reoccurring payment, go to <a href="https://app.townsq.io/associa/signup_">https://app.townsq.io/associa/signup_</a> account number and zip code are needed. *\$2.75 processing fee for bank transactions, \$2.75 + 3.5% for card payments</li> <li>• For additional instructions on online payments, please refer to the enclosed flyer.</li> </ul>
<ul style="list-style-type: none"> <li>• When is my HOA payment due?</li> </ul>	<ul style="list-style-type: none"> <li>• Payments are due on the 1st of the month they are assessed.</li> <li>• Blue Mountain Community Management gives homeowners a grace period through the 15th to get payments in without penalty.</li> </ul>



## Please note you can begin registration in TownSq starting **October 15<sup>th</sup> 2022**

Blue Mountain Community Management is excited to announce the launch of TownSq — a new all-in-one mobile app designed to help you connect, collaborate and stay up-to-date – any time on any device.

Meet your neighbors, manage your account and access the resources you need for better community living!

FREE exclusively to Associa communities, download the app and register now to:

- Easily communicate with neighbors, community managers, and board members
- Manage your account and pay online
- **CREDIT CARD OR E-CHECK (ONLINE PAYMENTS):** Payments are accepted online for a minor fee through the TownSq application.
- Get up-to-date community news and events
- Request and review status of service inquiries
- Participate in community polls
- Reserve common areas and amenities
- And more!

**Ready to join TownSq?** Your account is already set up and ready to use.

1. Register using your account ID and zip code <https://app.townsq.io/associa/signup>
2. Login <https://app.townsq.io/login>
2. And, download the app to start experiencing community your way!