

WELCOME TO CAMS!

We are pleased to announce that effective July 1, 2022, CAMS (Community Association Management Services) has been selected by your Board of Directors as the new managing agent for Cobblestone at Roper Homeowners Association, Inc. It is our pleasure and privilege to work with your community and we appreciate the opportunity to be of service to you and your neighbors.

The first 60 days are crucial to the success of our new partnership as we must establish clear communication and ensure the procedural practices that are in place are consistent with the board policies and association governing documents. CAMS' Community Portal allows you to set billing and communication preferences, pay your bill, report maintenance concerns, and much more. If your prior managing agent provided us with your email address, you will receive an email with login information for the Community Portal on July 1, 2022. We kindly ask that you do not submit a login request before this date, as it may result in delayed portal access. If you do not receive an email with login information on July 1, 2022, please refer to the *Register with CAMS* section on the reverse side of this letter; additional information can also be found there.

If there are any questions or concerns, please do not hesitate to contact your CAMS team. We look forward to working with you and your community!

GET TO KNOW US

CAMS is a local Accredited Association Management Company (AAMC®) that has provided trusted guidance to community associations since 1991. Our goal is to provide valuable professional direction to your Board of Directors, the highest quality of service to all community residents, and to protect and preserve the value of your investment.

Hiring CAMS means you hire an entire team of professionally qualified people to support the needs of your community. This includes a local Assistant Community Manager, Community Manager, and Regional Vice President. Additionally, CAMS provides a knowledgeable Community Support Team to expertly assist all your community association needs.

Your Community Manager will be managed by Cathy Mays. Cathy possesses a strong background in Association Management and is exceptionally qualified to assist the Board of Directors and the owners through this transition and into the future. Tricia Ostendorff the Regional Vice President of your local area. With years of experience between them, your management team will be the trusted guidance that you deserve.



CONTACT US

COMMUNITY PORTAL & OWNER'S ACCOUNT

www.camsmgt.com/owner

**Submit a request directly
from the portal 24/7*

CHAT ONLINE

www.camsmgt.com

**During business hours*

CALL US

877.672.2267

OFFICE HOURS

Monday – Friday
8:30 am to 5:00 pm

PAYMENTS:

*Find all payment options
and mailing address at
www.camsmgt.com/homeowners/make-a-payment*

If you are enrolled in recurring auto-drafts (ACH) with your current management company, it will automatically end – this information is not transferred for your privacy and security. Electronic payments and ACH set-up can begin on July 1, 2022.

OWNER PORTAL STEPS TO SIGN UP



EASY SIGN UP FOR YOUR OWNER PORTAL

Go to portal.camsmgt.com to get started.

NEW TO CAMS

Log in using the email and temporary password in the registration email that will be sent on your Association's start date.

To avoid delays, please do not request login credentials prior to this date.

EXISTING CUSTOMERS

ENROLLED BUT FORGOT YOUR PASSWORD?

Click on "I forgot my login/password" to have your information instantly reset. You must use the same email address that is set up on your account.

NEVER REGISTERED?

Go to portal.camsmgt.com and click on 'Sign Up'. Under 'Registration Key' select 'I do not have a valid key'. Submit only once and allow up to 24 hours to receive your login credentials after submitting this request.

SECURE ACCESS TO YOUR ACCOUNT DETAILS 24/7!

- Check your balance and view recent transactions, view or download billing statements.
- Update your payment information and make a secure payment online.
- Submit a service request or question to your association and check status of open requests.
- View association documents, calendars and more.

PAYMENT OPTIONS & INSTRUCTIONS

MAKE A SECURE ONLINE PAYMENT:

**Same day processing.
Save time and avoid fees.**

- **Automatic Draft Payment** (free) - set it and forget it
- **E-Check Payment** - One time or recurring (3rd party service fees apply)
- **Credit Card or Debit Card Payment** - One time or recurring (3rd party service fees apply)

TO MAIL PAYMENTS...

**Reduce your risk of late
fees or misapplied
payments!**

Find the payment address and review all important information prior to mailing a check or setting up your bank bill-payment at: www.camsmgt.com/homeowners
Make a Payment > ADDITIONAL PAYMENT OPTIONS.

Allow at least 3 weeks for mailing and processing.

Payments are due on the 1st day of your billing cycle.