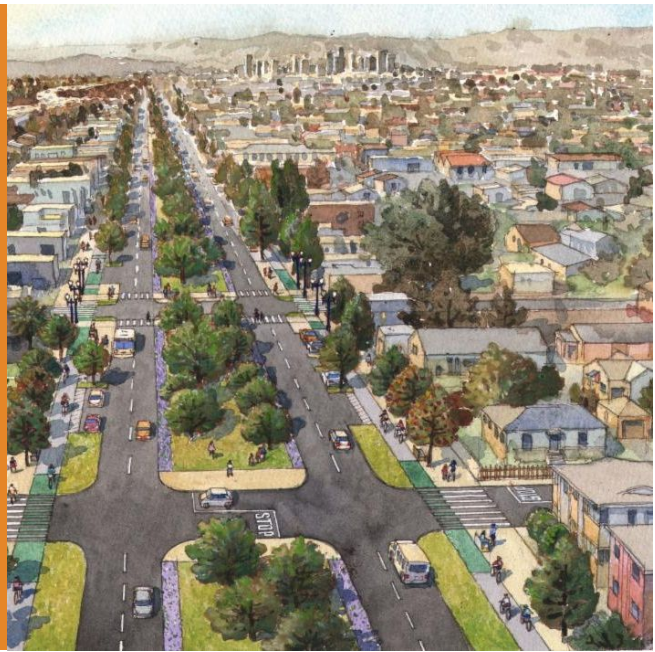




HOMEOWNER RESOURCES

RESOURCES FOR LIVING IN A
FIRSTSERVICE RESIDENTIAL
COMMUNITY.



UPDATE YOUR CONTACT
INFORMATION
[Click here.](#)

RESPOND TO LETTER YOU
RECEIVED FROM THE HOA
[Click Here](#)

NEED TO REPORT SOMETHING?
[Click here](#)

HAVE A QUESTION ABOUT
YOUR HOA ACCOUNT?
[Email us](#)

THANK YOU

Here to serve in ways that make sense for you.

Now more than ever, we are spending our time at-home. With this comes an unprecedented need to communicate.

Thru this pandemic we have seen an exponential increase in communication from our residents and clients. In response, we have compiled a list of our most frequently asked for resources.

We appreciate your continued patience and feedback as we navigate these changing times.

Wishes of health and happiness from your FirstService Residential Team.

RE-FINANCING YOUR HOME?
Order your refinance certificate today.



What is a Refinance Certificate?

These contain all of the required disclosures about your HOA account and the HOA in general, plus insurance information.

Customers and banks alike appreciate having this at their fingertips so that their refinance transactions are not delayed or hampered in any way for lack of this information.

Certificates are ordered by visiting www.fsresidentialaustin.com and selecting "Resale & Lending Request" in the top right corner. Please follow the prompts for ordering the refinance certificate.

For further assistance, please contact austinresales.tx@fsresidential.com or call 512.620.7064.

[CLICK HERE TO ORDER](#)



Considering a Home Improvement Project?

The stay-home guidelines recommended during this pandemic have resulted in many of your neighbors choosing stay-cations and using that time to work on home improvements.

We have seen an unprecedented amount of projects submitted to HOA for approval! This is great because when your neighbors make approved improvements to their home, it means your home will have sustained or even improved value.

[CLICK HERE TO LEARN MORE & APPLY](#)



Access Control

Pool and Gate Access

Visit www.fsresidentialaustin.com and hover your mouse over "Purchase Access Device" in the menu bar to choose the option you need.

These links will allow you to:

- Get a new pool fob/key card
- Order a vehicle gate remote
- Request a vehicle gate code

[VISIT OUR WEBSITE](#)



Assessment Payment Options - 3 ways to pay!

ONLINE – Please visit: www.clickpay.com/firstservice.

You'll be instructed to register for an account and make a one-time payment or set up automatic reoccurring payments if you choose.

To fill out the payment form online, you will need to enter your personal information. We recommend paying via eCheck to avoid a convenience fee. Please note: It takes approximately 3-5 days for the payment to be received.

YOUR BANK'S ONLINE BILL PAYMENT SYSTEM – You will need to set this option up with your bank. Please see our address below.

PAPER CHECK – Please mail to the address below.

<YOUR COMMUNITY NAME>
c/o FirstService Residential
PO BOX 62024
Newark, NJ 07101-8060

****All checks require your property account number and address in the check memo section****

YOU DID THIS! Over 500 Teddy Bears Donated for Travis County's Center for Child Protection



WATCH THIS VIDEO TO LEARN MORE ABOUT THE CENTER



CENTER FOR CHILD PROTECTION
a children's advocacy center

CenterForChildProtection.org



Each year, FirstService Residential holds a Teddy Bear drive to stock the Center's shelves. These bears have a very special purpose as they are one of the first items of comfort a child is provided when they arrive at the Center.

With the help of our residents sending Teddy Bears via our Amazon wish list, we were able to donate over 500 bears in December 2019! We also heard from many of you wishing to give

in other ways too. We will announce details of the next Teddy Bear drive in November.

Thank you for helping us support the Center for Child Protection and the children that must visit there. Together, you made a difference and touched the lives of many children.

FIRSTSERVICE RESIDENTIAL |
www.fsresidentialaustin.com

24/7 CUSTOMER CARE CENTER
855-333-5149