



Welcome to Tohoqua

Homeowners Association Fees

Every buyer that purchases a home within the Tohoqua Community is a member of the Tohoqua Master Association and some will also have a sub-association such as The Residences at Tohoqua Community Association, Inc. (townhomes in Phase 1), The Tohoqua Reserve Homeowner's Association, Inc. (gated community portion built by Pulte Homes) or The Townhomes at Tohoqua Community Association, Inc. (townhomes in Phase 6).

In this newsletter, you will learn about:

- ♦ When will I receive my payment booklet for my homeowner's association annual assessment
- ♦ When are payments due and collected
- ♦ What forms of payment does the association accept and where can I make my payments
- ♦ Automatic payment enrollment both one time payment or recurring auto pay
- ♦ Samples

You may contact your community association manager for your current annual assessment amount.

When will I receive my payment booklet for my Homeowner Association Annual Assessment?



When you close on your home, the title company mails the HOA payment to our accounting office. *(This process could take 1-4 weeks)*

Once the accounting office receives the closing payments, they will make the following determinations:

If sufficient funds were provided for current quarter, you will receive a payment booklet directly from Truist Bank. The booklet will be received prior to the next quarter.

The payment booklet will provide your Bill Pay Number, Serial Account Number and Unit Number which you will need to input in order to make online payments. You can make a one time payment or set up autopay through the bank's online system.

If insufficient funds are provided and it does not cover the current quarter, accounting will contact the title company to request payment. If payment is not received within thirty (30) days of request you will receive a statement from the HOA for outstanding funds.

If payment is received by title company in a timely manner, payment booklet will be mailed out to you.

Payments are due quarterly. You may pay the full current year, or you may make quarterly payments.

Payment Due Dates:

January 1

April 1

July 1

October 1

Late payments are subject to late fees and interest. Your account could be sent to collections if payments are not received by due dates. If your check is returned, you will receive a statement including a returned check fee. Please note that late fees and interest cannot be removed from your account. Timely payments are your responsibility.

When are payments due and collected?

What forms of payment does the association accept and where can I make my payments?

Payments can be made with check or money order made payable to the appropriate HOA.

Check or money order can be mailed directly to the accounting office. (Addressed to appropriate HOA c/o CALM, 6200 Lee Vista Blvd., Suite 300, Orlando, FL 32822.)

1. Online (both one-time payment or auto payments can be set up) (see next page for instructions).
2. In-person payments are accepted at the Tohoqua Residents' Club (1830 Fulfillment Drive, Kissimmee, FL 34744).
 - a. Residents' Club office hours of operation: Monday – Friday from 10am – 4pm.
3. Lock Box conveniently located in the fitness center above the counter.
 - a. Fitness Center hours of operation: Opened daily from 4:30am – 11:00pm.
 - b. Please put your payment in an envelope and properly mark the envelope and payment with property address.
4. Cash is **NOT** accepted.



Automatic Payment Enrollment Instructions

Step by step instructions to pay online: (1) [Truist.com/payments](https://truist.com/payments); (2) Press Pay now or enroll
Input: Bill Pay Number, Serial Number and Unit Number from your payment booklet.

Electronic Enrollment: When you enroll online at [Truist.com/payments](https://truist.com/payments), authorizations must be received by the 25th of the month to be effective the next debit month.

Submitted by paper: When you enroll by paper, authorizations must be received by the 20th of the month, except were indicated differently above, to be effective the next debit month. If the 20th falls on a weekend or holiday, the deadline will be the last business day before the 20th.

Last Day for Cancels/Changes: Truist must receive cancels or changes by the 27th of each month, except were indicated differently above, to be effective for the next month. If the 27th falls on a weekend or holiday, the deadline will be the last business day before the 27th.

All payments made through the bank takes approximately 24 to 36 hours for us to see the transaction go through. The bank will provide the homeowner with a confirmation email, letting them know that the transaction was processed. Retain this information for your records.

Samples

truist.com/payments

HOMEOWNER PAYMENT OPTIONS

Pay now online.

To make a one-time payment today, use the Truist Online Payment System by selecting the **Pay now** or **enroll** button below. Your homeowners association must be enrolled in our online payment service. (If your association isn't enrolled, you'll receive a pop-up message when you enter your payment information.)

Pay now or enroll



Pay by card.

Pay by debit or credit card with your Visa®, MasterCard®, American Express® or Discover® card.¹



Pay by eCheck.

Pay by eCheck with a one-time electronic funds transfer by ACH debit from your checking or savings account from any U.S. financial institution. No convenience fee is charged for payments made by eCheck.



Association Services

727-549-1202 or Toll Free 888-722-6669

Online Payments

Truist Online Payment Service provides homeowners the convenience of making one-time payments online or enrolling in automatic payment by ACH through Truist Association Pay. To obtain forms to Cancel or Change existing automatic payment through Association Pay, or to learn about other payment options click [here](#).

Making Your Payment Online is Easy!

- ✓ Enter your payment information below using information located on your payment coupon.
- ✓ Select from the eligible options that appear on the next screen. Some options may not be available for your association.
- ✓ Complete the authorization and submit your request!

Enter Coupon Information

Bill Pay Number

Serial Account Number

Unit Number

Enter

Below is a sample coupon and statement coupon, please refer to **your** coupon to obtain the coupon information required above.

Coupon Example Full View

This is a sample coupon from a sample coupon book. Use the information from your coupon.

Bill Pay Account Number	Serial Account Number	Unit Number
7	1111111112	00000101

Statement Example Full View

This is a sample coupon from a sample statement. Use the information from your coupon or your statement.

Bill Pay Account Number	Serial Account Number	Unit Number
7	1111111112	00000101

Truist Email Practices

Truist is aware of the threat that phishing poses to clients and we strive to ensure our email practices do not cause confusion.

This is a **sample coupon** from a sample coupon book.

Use the information from **your** coupon.

Bill Pay Account Number

Serial Account Number

Unit Number

PAYMT NO: 7

BILL PAY ACCT NO: 1111111112

OWNER NAME
STREET ADDRESS 1
STREET ADDRESS 2
STREET ADDRESS 3

ABC ASSOCIATION
MANAGEMENT COMPANY
PO BOX 628207
ORLANDO, FL 32862-8207

SERIAL ACCT NO: 00000101

UNIT NO: A101

DUE DATE: 07/01/16

AMOUNT DUE: \$100.00

AMOUNT ENCLOSED:

CHECK NO:

RETURN COUPON WITH CHECK

FEE DESCRIPTION
TEST LATE MESSAGE 1
TEST LATE MESSAGE 2
TEST UNIT COMMENT

Close