

Assessment Information - FAQs

What is An Assessment?

The assessment obligation is an annual fee, payable in monthly installments. View additional information in Policy Resolution No. 23 – Homeowners Fee Policy available under the Governing Documents category in TownSq.

When Is My Assessment Due?

Assessments are due on the 1st of each month.

Will I Receive A Coupon Book for Payments?

Yes, each new homeowner should have or will receive an assessment coupon book for payments 4-6 weeks following settlement, and annually thereafter, prior to each new year, if not signed up for the direct debit program. Owners are responsible for paying assessments regardless of receipt of a coupon book.

Who Handles My Assessment Account?

Kingstowne uses the financial management services of SFMC, Inc. to provide coupon books and manage your account. Any questions regarding your assessment account should be directed to them at (703) 392-6006 or via email to sfmcinfo@sfmcinc.com. Their office is located at 9464 Innovation Drive, Manassas, VA 20110.

What If I Haven't Been Paying My Assessments?

If you are currently not paying assessments, either by omission or because you have not received a coupon book, please contact SFMC, Inc. immediately at (703) 392-6006, Monday- Friday, 9 AM-5 PM or sfmcinfo@sfmcinc.com. You are responsible for paying your assessments regardless of receipt of a coupon book.

What Are the Monthly Assessment Fees?

Assessment fees differ by unit type, condominiums have a different fee from single family, duplex, and townhomes. Contact the business office for the current year's fee amount or refer to the *Kingstonian*.

How Do I Make an Assessment Payment?

Assessment payments can be made by direct debit, check, e-Check, credit/debit card or bill paying service.

1. **Direct Debit:** A link to the Direct Debit application can be found under the Association Dues category in TownSq or through your SFMC's online web portal (www.sfmcinc.com/login). Assessment accounts must have a zero balance before direct debit payments can start. You will receive a confirmation email from SFMC once the payments are approved to begin. With this method of payment, assessment rates will be updated automatically when the rate changes.
2. **Check:** Assessment payments by check, either personal or electronic payment services should be mailed to KROC's bank lockbox:

Kingstowne Residential Owners Corporation
PO Box 66571
Phoenix, AZ 85082-6571

Include your account number on the check and make it payable to "Kingstowne Residential Owners Corporation". Please do not send correspondence with your payment. All correspondence should be directed to SFMC at (703) 392-6006 or via email to sfmcinfo@sfmccinc.com.

- 3. Electronic Payments through CIT Property Pay:** You can set a one-time, or recurring, assessment payment via e-Check (free) or credit/debit card (3% fee subject to change) by going through CIT (<https://propertypay.cit.com>).

Click *Pay Now* to make a one-time payment or *Sign Up* to register and create a recurring payment schedule. Please note there is a 3-business day processing time for electronic payments.

Recurring payments are only active for 18 months and will expire if not re-initiated. To avoid underpayment and possible late fees, remember to update your assessment amount each year to the proper amount.

Management ID: 7085
Association ID: 000KRO (first three digits are numbers, last three are letters)
Property ID: (owner's account number)
CIT help desk: (866) 800-4656

- 4. Bank Billpay:** Payments can also be made using your banks bill paying service. Please note there is a 3-business day processing time for electronic payments. If your bank must write a manual check, the processing time may be longer. Do not forget to include your account number. To avoid underpayment and possible late fees, remember to update your assessment amount each year to the proper amount.

Vendor: Kingstowne Residential Owners Corporation
Address: P.O. Box 66571, Phoenix, AZ 85082
Phone: 703-392-6006
Acct #: (owner's account number)

What If I Don't Have My Payment Coupon?

If you have lost or not yet received your assessment coupons, payment can be mailed to the address noted above and include your account number on the check. To reissue a new assessment coupon book, contact SFMC, Inc. at (703) 392-6006 or via email to sfmcinfo@sfmccinc.com.

Assessment payments will not be accepted at the KROC business office. No exceptions.

What if My Assessment Payment Is Late, Will There Be A Late Charge?

Assessments are due on the first of every month and considered late if not received by that date. Payments not received by close of business (5 PM) on the 10th day of every month will be assessed a late fee. In the event that the 10th should fall on a weekend or a recognized federal or state holiday, the delinquent date shall be 9 AM on the first day of the resumption of normal business operation immediately following the

weekend or holiday. Accounts with late payments will be charged a \$25.00 late fee for each month the payment is late.

Can I See My Assessment Account Online?

Yes. SFMC has a web portal allowing owners to view their account, make online payments, and update contact information. To access your online account, please provide your full name and address to SFMC (703-392-6006 or sfmcinfo@sfmcinc.com). Login credentials and instructions will be provided.

Can I Obtain A Copy of Kingstowne's Annual Budget?

Yes. Contact the KROC Business Office at kingstowne@kingstowne.org or call (703)922-9477.