



February 3, 2022

RE: [REDACTED]

Dear Association Members at Settlers Ridge Community Association:

Welcome to the Associa Chicagoland Family! We are pleased to announce that the Board of Directors of your association has retained our firm to provide professional management services effective March 1, 2022. Associa Chicagoland is a full-service association management company specializing in the management of homeowner, condominium and townhome associations located throughout the Chicagoland area.

Our staff is experienced, responsive, and committed to going the extra mile to keep your association running smoothly. We will be providing full service management in financial accounting, maintenance, management, and administrative services and take pride in our quality of service.

Enclosed you will find a Resident Information Form. Please complete this form and return it to Associa Chicagoland Management by April 1, 2022.

On the following pages you will find information about your assessments and other key information.

As your new management firm, we welcome any suggestions regarding the management of your community. Our entire staff looks forward to a long and mutually beneficial relationship.

Sincerely,

*Stephanie Skelley*

Stephanie Skelley, CMCA, AMS  
Branch President  
Associa Chicagoland Management, Inc.



## IMPORTANT CONTACT INFORMATION

Our office hours are weekdays, between 7:30 a.m. and 6:00 p.m.

Our phone number is 847-490-3833.

### YOUR COMMUNITY MANAGER

Your Association's Community Association Manager will be **Allison Heiser** and can be reached at [Allison.Heiser@associa.us](mailto:Allison.Heiser@associa.us). Allison is assisted by Associa Chicagoland's Customer Care Department. Owner calls should go to Customer Care - they will involve the manager as need be. Customer Care logs all calls so that the Board has a record of what the owners are calling about.

### CALLING OUR OFFICE

Our phone is answered by an automated attendant and will prompt you to follow instructions to reach the department you wish to speak with. Customer Care is available during normal business hours from 7:30 a.m. – 6:00 p.m., Monday thru Friday. At peak times, and when all team members are on the phone, you may receive our voicemail. Should that occur, please leave a message and we will return your call within 24-48 hours.

- Call 847-490-3833
- Email [HelpMeChicagoland@Associa.us](mailto:HelpMeChicagoland@Associa.us).
- On-line through TownSq via [www.AssociaChicagoland.com](http://www.AssociaChicagoland.com).

### EMERGENCIES

In the event of an emergency during hours when we are closed, follow the prompts of the automated attendant to reach our emergency answering service, where you will speak to an operator who has access to all emergency procedures for your association, as set up by the Board of Directors. The emergency service has the ability to locate your Community Association Manager and other key support individuals in our company who are familiar with your property. Emergencies are defined by your Board of Directors along with the Community Manager. Non-emergency calls are responded to the next business day.

### ASSESSMENT PAYMENT

Your billing statement is forthcoming and is provided to assist you with remittance of your current monthly assessment payment. Please make your remittance payable to: Settlers Ridge Community Association. This statement does not reflect any credit or balance you may have had with the prior management company, as we have not yet received the ending balances from them. Once we do any credits or balances will be applied to your account. If you have already sent your payment to the prior management company, they will be forwarding those payments or credit amounts to us. If you were signed up for direct debit with the prior management company, you will need to re-sign up for that program with Associa Chicagoland and mail in a check for the current assessment. Your assessment will not be deducted from your account.

### HOW TO MAKE YOUR ASSESSMENT PAYMENTS

**OPTION 1-** We have also enclosed our direct debit authorization form, which is applicable if you want to pay future assessments by a direct debit from your checking account. (If you were on direct debit with the previous management company, check with them to be sure that they stop that service, and then reapply with us). The form must be received by the 20th of the month to sign up for the following month. Payments will come out of your bank account between the 4th and the 8th each month.

**OPTION 2-** Payments can also be mailed as a check or money order, payable to the association. Mail your check to Willow Creek No 4 Condominium Association c/o Associa Chicagoland; PO Box 61955; Phoenix, AZ 85082-1955. Please include your account number on any mailed payments, and enclose a payment coupon whenever possible for fastest processing. You can also set up for your bank to mail a check to us, but please make sure to send payments to the correct address (in Arizona) and clearly note your account number on the check.



**SETTLERS RIDGE COMMUNITY ASSOCIATION  
RESIDENT INFORMATION FORM**

(Please Print Clearly)

Unit Address:		
Offsite Mailing Address:		
City:	State:	Zip:
Owner Name		Owner Name
Home Phone:		Home Phone:
Cell Phone:		Cell Phone:
Work Phone:		Work Phone:
Email:		Email:

**EMERGENCY CONTACT FOR OWNER: (OTHER THEN OWNER OR RESIDENT)**

If we cannot contact you in case of an emergency, who should we contact?

Name:	Relationship:
Home Phone:	Other Phone:

**OTHER ADULTS TO:**

- ☐ I RESIDE IN THIS UNIT FOR MY OWN HOUSING  
☐ I LEASE OR RENT THIS UNIT TO OTHERS FOR THEIR HOUSING

Occupant:	Occupant:
Home Phone:	Home Phone:
Cell Phone:	Cell Phone:
Work Phone:	Work Phone:
Email:	Email:

**AUTOMOBILE INFORMATION:**

Make:		Make:	
Model:		Model:	
Year:	Color:	Year:	Color:
State:	Plate #:	State:	Plate #:

PET: ☐ YES ☐ NO      Description: \_\_\_\_\_

*I hereby acknowledge all information on this form is correct and valid.*

Signature \_\_\_\_\_ Date \_\_\_\_\_

*This form must be submitted to our office to Associa Chicagoland, 50 E. Commerce Drive, Suite 110,  
Schaumburg, IL 60173, email to [CSA@associa.us](mailto:CSA@associa.us), or fax to 847-490-9807.*





## REQUEST FOR AUTOMATIC PAYMENT OF ASSESSMENTS

Thank you for your interest in Electronic Funds Transfer. Please fill out the following information to complete this request.

### HOMEOWNER AUTHORIZATION FOR ELECTRONIC FUNDS TRANSFER

I authorize the branch and the financial institution listed below to debit my bank account automatically for each association assessment billing period. **Note: Information below is required. If not provided, there will be delays in processing your direct debit request.**

Management Company Name: Associa Chicagoland

Homeowner Name: \_\_\_\_\_

Homeowner Account Number: \_\_\_\_\_

Association Name: Settlers Ridge Community Association

Address And Unit #: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Direct Debit Start/Stop Date (MM/YYYY): \_\_\_\_\_ / \_\_\_\_\_

Homeowner Bank Name: \_\_\_\_\_

Homeowner Bank Routing Number: \_\_\_\_\_

Homeowner Bank Account Number: \_\_\_\_\_

☐

**CHECKING ACCOUNT** – Include a voided check from the account you would like to debit

☐

**SAVINGS ACCOUNT** – Include letter from bank that includes your full account number and routing number. **Statements will not be accepted.**

*Only checks for US Banks will be accepted. Deposit slips cannot be used in place of a voided check.*

Signature: \_\_\_\_\_

*In order for funds to be pulled in time for next month's assessment, this form must be received no later than the 20th of the prior month. The automatic payment process will begin with your next assessment period once we have received your completed form and either your voided check or letter from bank that includes your full account number and routing number.*

**Return by email: Scan and send this form and a voided check to:**  
**[csscdirectdebit@associa.us](mailto:csscdirectdebit@associa.us)**

#### Return by mail:

Complete and send this form and a voided check to the following address:

OR

Associa  
1225 Alma Rd., Suite 100  
Richardson, Texas 75081

*Delivering unsurpassed management and lifestyle services to communities worldwide.*  
Form # CSSC-AR-0100



# VIRTUAL MEET & GREET



IS EXCITED TO WELCOME  
SETTLERS RIDGE COMMUNITY ASSOCIATION  
TO OUR FAMILY

Please join your Board and the Associa Team for a Virtual Meet and Greet! We'll introduce our team and our services, including your new TownSq website, and answer all of your questions. We hope to "see" you there! Please contact Associa Customer Care with any questions at 847-490-3833 or [helpmechicagoland@associa.us](mailto:helpmechicagoland@associa.us).

**Date:** March 14, 2022

**Time:** 7:00 p.m. to 8:00 p.m.

**Log In or Call In:** Go to [gotomeeting.com](https://gotomeeting.com) - Click "Join" - Enter the meeting ID below.

To call in: Dial (408) 650-3123 - meeting ID 927-593-093



# Have you logged into TownSq? Getting Started

- Login:

- From the TownSq website, [www.townsq.io](http://www.townsq.io)
- From My Account on [www.associachicagoland.com](http://www.associachicagoland.com)
- Or, using the TownSq app – search “TownSq” in the Google Play Store or iPhone App Store

- Register:

- Look for the email from [noreply@mytownsq.com](mailto:noreply@mytownsq.com)
- Click the link to set your password
- **No registration email?** Contact 844.281.1728 or [support@townsq.io](mailto:support@townsq.io)

TN [Associata Chicagoland <noreply@mytownsq.com>](mailto:noreply@mytownsq.com)  
○ Your community is on TownSq! Here's what to expect.

To view this email as a web page, go [here](#).

Introducing  
**townsq**

## Introducing TownSq!

Associata Chicagoland 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 with your association—any time on any device.

### How to Get Started

Your account is already set up and ready to use, and you'll start receiving messages and announcements from your board members and management team right away. [Click here](#) to set your password and join your neighbors today!

Now that you're logged in, you're ready to:

CONNECT • COLLABORATE • STAY UP-TO-DATE

**townsq**



# Home Screen

HOME

RECEIPTS

GROUPS

NEWS & EVENTS

REQUESTS

MESSAGES

FORUM

POLLS

PACKAGE CONTROL

ACCESS CONTROL

DOCUMENTS

VIDEOS

ASSIGNMENTS

UNITS

REPORTS

SETTINGS

townSq

My Community

DOCUMENTS • 6927318

A new document has been added

NEW ARCHITECTURE.ppt

57.61 KB

NEWS & EVENTS • 9842619

A new event has been added

Sep 28, 2019 12:02 PM

Event for Monday new bios

Read more

NEWS & EVENTS • 9842619

A new event has been added

Read more

OPERATIONS

NEWS & EVENTS • 9842619

A new event has been added

Read more

ADMINISTRATION

NEWS & EVENTS • 9842619

A new announcement has been added

Embedcode URL?

09/11/2019

Read more

NEWS & EVENTS • 9842619

A new announcement has been added

Amazon

What do you want to do?

SEARCH/SHORTCUT BAR

SEARCH

INBOX

RESERVATIONS • 48

New event awaiting approval

Received for 1005 on 06 Jan - 09:00 AM

Plan Days

See more

ACCOUNTS

Address 1244

Current Balance \$ -11.48

ACCOUNT OVERVIEW

YOUR PENDING COMMUNICATIONS

NEW DUPLICATE REQUEST

duplicate requests

Plan Days

COMMENT

REQUESTS • 48

Need New Roof

Need New Roof

COMMENT

REQUESTS • 48

test 9/11

test 9/11

COMMENT

Announcements, Events, or Documents posted by CAMI or Board

townSq

# Manage Your Account

- Review your account balance
- Make a one-time payment or schedule recurring payments:

1. Click **accounts**
2. Select an **account**, or click **add account** to link another assessment account.
3. Review transactions
4. Click **make a payment**
5. Add your preferred payment method (Credit Card or ACH) to our secure environment
6. Pay online instantly with a one-time payment or set up recurring payments with auto pay

The screenshot shows the townsq website interface with several elements highlighted by numbered red circles:

- 1**: User profile "Lea Marcel" with "The Kings Master Demo" below it.
- 2**: "Accounts" section showing "MAIN STREET" with a balance of "-11.66".
- 3**: "Recurring Charges" table:
 

Frequency	Amount	Next Due Date
Monthly	\$ 327.6	9/26/2019
Monthly	\$ 327.6	10/01/2019
- 4**: "Make a payment" button.
- 5**: "Pay with" dropdown menu showing options like "Master Card", "Visa", and "ACH".
- 6**: "Make a payment" form showing a summary:
 

Payment Method	Amount
ACH	\$ 158.20
Master Card	\$ 158.20
Visa	\$ 158.20
<b>TOTAL</b>	<b>\$ 158.20</b>

Navigation links at the top include Home, Residents, Groups, News & Events, Requests, Messages, Forum, Polls, Documents, Assignments, and Units.

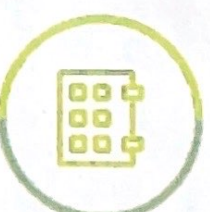
Please feel free to ask questions and/or provide feedback! Contact 844.281.1728 or email [support@townsq.io](mailto:support@townsq.io). You can also contact our local branch at 847-490-3833 or [helpmechicagoland@associa.us](mailto:helpmechicagoland@associa.us).





## Connect • Collaborate • Stay Up-to-Date

- Receive real-time updates on important community news and events
- Easily connect with neighbors in the forum
- Participate in community polls and view real-time results
- Make a request to contact your management team and review the status of open requests
- Authorize guests
- Reserve amenities
- Manage your accounts & pay online
- Access association documents
- Edit profiles & manage notification settings







February 24<sup>th</sup>, 2022

All Unit Owners of  
Settlers Ridge Community Association

**RE: Professional Management Services – PAYMENT INFORMATION**

Dear Association Members at Settlers Ridge Community Association:

It has been brought to our attention that within your Welcome Letter on Page 2, Option 2 for remitting payment for assessments, etc. was an error stating that payments are to be sent to – Willow Creek No. 4 Condominium Association c/o Associa Chicagoland; PO Box 61955; Phoenix, AZ 85082-1955. Please be advised that the correct statement where payments are to be sent to is – Settlers Ridge Community Association c/o Associa Chicagoland; PO Box 61955; Phoenix, AZ 85082-1955. If you have already submitted payment with the incorrect information that was on your Welcome Letter, please contact our Customer Care Department at (847) 882-8207 after you confirm that the payment has been cashed to confirm that it has been posted to your account within Settlers Ridge Community Association.

Sincerely,

*Allison Heiser / Robyn Braun*

Allison Heiser & Robyn Braun, CAM  
Associa Chicagoland Management, Inc.