



Leaders in Community Management®



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Hammersmith Management, Inc.
2014 Winner, Large Business
BBB Serving Denver/Boulder



The Pine Creek Village Association Board of Directors

Richard Lancaster – President
Butch Holmes – Vice President
Joe Squatrito – Treasurer
Sharyn McWhorter – Secretary
Jean Anderson – Director at Large

Hammersmith®

Community Manager:
Jessica Walker, CMCA®

If you need assistance, please contact

Community Care

by phone: 719-389-0700
or email:

communitycare@ehammersmith.com

Community Care Hours:

Monday-Friday: 7:00am-10:00pm
Saturday-Sunday: 8:00am-8:00pm

After hours calls are handled by our answering service: 719-389-0700

Send PCVA Correspondence To:

Pine Creek Village Association
c/o Hammersmith
1155 Kelly Johnson Blvd, Suite 495
Colorado Springs, CO, 80920

Dear Pine Creek Village Association Homeowner:

Your Board of Directors recently selected Hammersmith® as the Managing Agent for Pine Creek Village Association (PCVA), effective January 1, 2018.

As Hammersmith® transitions PCVA from the prior management company, we will be obtaining all your Association documents and owner records. We will be reviewing all current projects and open items with your Board to ensure a smooth transition. We look forward to being of service to you and all of your neighbors. Contact information for Hammersmith is provided on the right side of this letter.

Please visit <https://ehammersmith.com/homeowner-services/> and create a Homeowner account. Once logged in, please use this site to access services and information on PCVA. If you need assistance contact Community Care.

Open communication among the Board of Directors, the Homeowners and the Managing Agent is very important to PCVA's success. Please note that Hammersmith® always provides copies of all Homeowner correspondence to the Board of Directors for review.

We look forward to meeting you and provide you with outstanding service as Leaders in Community Management.

Important information on how to pay your monthly Homeowners Assessment:

ELECTRONIC PAYMENT (Beginning January 2, 2018)

To arrange automatic payment of assessments via ACH, recurring credit or debit card payments, or to make a one-time payment using e-check, credit or debit card, please go to eHammersmith.com and select **Online Payment** located in the Homeowners menu. You will need to enter your Association's name and register your account at **Revopay** using the account number located on your enclosed statement.

PAYING BY CHECK

You will need to request payment coupons at communitycare@ehammersmith.com. If a Coupon is not included your account may not be properly credited.

Make checks payable to: Pine Creek Village Association (see coupon)

Mail your payments to:

**Pine Creek Village Association
C/o Hammersmith®
PO Box 173701
Denver, CO 80217-3701**

Please **do not** mail your payment to a Hammersmith® office.

It will delay processing your payment. We have to forward the payments to the processing center and late fees may be incurred. **If you use a Bill Payment Service, be sure to notify them of the address change and arrange to have your assessment mailed early enough to arrive by the first of each month.**

Notes:

The Association is again offering the 2% discount for prepayment of the Pine Creek annual assessments if paid by January 30, 2018. Annual PCVA dues for 2018 are \$876.00. Take 2% off for the annual prepayment and pay only \$858.48.

If you have already mailed your payment to the prior management company, they will forward your account with the credit or turn over your un-cashed checks to Hammersmith® for processing. Please note that your account balance will not be accurate for up to 60 days from the date of transition, while we obtain account balances from the prior management company. During this time we will not be able to provide your balance. If you are working with the Association Attorney for assessment collection, you must continue to pay