



Dear Pine Creek Village Homeowners,

When Pine Creek Village transitioned to Hammersmith Management at the beginning of 2018, Homeowners and the Board were frustrated and disappointed with the payment system used by Hammersmith (RevoPay). Hammersmith listened to our concerns and will be updating their support software and their payment system for the assessment payments beginning February 1, 2019.

One of the largest complaints/concerns regarding RevoPay was that Homeowners had to pay a \$5 convenience fee if the Homeowner chose to set a specific monthly payment to RevoPay. Some Homeowners chose to use paper checks rather than choose the no-cost online payment that withdrew the balance owed. The new system allows an "eCheck" option for a specific payment with no additional fee to the Homeowner. This provides online convenience and keeps the Homeowner in control of the payment amount. Additionally, credit card payments will now have a lower cost.

The online payment companies are unable to transfer your personal banking information from the old service to the new. In January, PCVA Homeowners choosing electronic payment will need to establish new accounts on this new system (see the Hammersmith letter for instructions). This new solution does answer the complaints and demands of Pine Creek Homeowners and your Board of Directors. We look forward to this improved service.

For more information or questions, please contact PineCreek@ehammersmith.com, or visit www.PCVA.org.

Thank you,

Your Pine Creek Village Board of Directors



HAMMERSMITH®

January 3, 2018

Dear Homeowner,

Innovation is one of our core values and something that has driven us since day one. As we approach our 38th Anniversary, we are excited to announce that we are greatly improving our management software.

On January 1, 2019, we will begin using **Vantaca**, a one-stop online solution for all aspects of your Community Association. It was developed by an Association Management company, for Association Management companies, Boards and Homeowners.

With one log in, you can pay assessments, submit work orders and architectural requests, and view your payment history, Association information, documents, Community calendar, and much more. Regarding your assessment payments, please read the following:

- **COUPON PAYMENTS / MAILING A CHECK**
There is no change if you pay by mailing a check with the coupons that were sent to you. There is no change to your account number or the payment PO Box address.
- **ACH PAYMENTS** (Automated Clearing House or automatic withdrawal)
RevoPay will end January 31, 2019. If you want to make your January 2019 payment via ACH, please continue to use RevoPay in January 2019. ACH will be through Vantaca starting February 1, 2019 and will not have a cost for processing. You will need to set-up a new ACH in Vantaca in January 2019 for your February 2019 payment. ACH payments withdraw the amount you owe.
- **CREDIT CARD PAYMENTS**
RevoPay will end January 31, 2019. If you want to make your January 2019 payment via credit card, please continue to use RevoPay in January 2019. Credit card payments will begin with PayLease on February 1, 2019. Credit card processing fees will be lower with PayLease.
- **eCHECK PAYMENTS** (electronic check payments)
RevoPay will end January 31, 2019. If you want to make your January 2019 payment via eCheck, please continue to use RevoPay in January 2019. As of February 1, 2019, one-time eCheck and recurring eCheck payments will be through Vantaca and will no longer have a cost for processing. eCheck payments allow you to direct how much you will pay towards your balance.
- **BILL PAY / BANK PAYMENTS**
There is no change if you pay through your bank's bill pay service.

We are excited for you to see the improvements for yourself. If we already have an email address on file for you, you will receive an email between December 31 and January 2 with log in information. If we don't have your email, please register at **portal.eHammersmith.com**.



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Please note that because of this transition, when you log in to Vantaca in January 2019, your balance may show incorrectly. Correct balances will appear when the transition is complete. Please contact us at 303.980.0700 or CommunityCare@eHammersmith.com if you need assistance.

We look forward to continuing to support your Community in 2019 and for years to come.

Thank you,
Your Hammersmith® Team

A sample screenshot of the Vantaca Portal is below. Visit eHammersmith.com for updates!

Welcome JQ! HOME | FAQs | HELP | LOGOUT

Owner

- Dashboard
- My Account
- Make a Payment
- My Items
- My Contact Info
- My Login
- ARC Request
- Submit a Request

Association

- Calendar & Events
- Directory
- Documents

PRESIDENTIAL VALLEY

Owner Dashboard

Account Information - Balance: (\$550.00)

Upcoming Assessments

Assessment \$100.00 on 04/01/2018 Assessment \$100.00 on 05/01/2018 Special Assessment \$50.00 on 09/01/2018 Special Assessment \$50.00 on 09/01/2018 for 1825 Pennsylvania Ave Unit: 313

[View Account...](#)

Recurring Payments

Recurring Payments
No scheduled payments.

[View Recurring Payments...](#)

Open Issues - 2

Work Order - Follow Up
Violations - First Notice

[Read More...](#)

PAYMENTS REQUESTS DOCS FAQs CALENDAR

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