

# Trutina HOA

## ASSESSMENT PAYMENT METHODS

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For the remittance of assessments, your HOA accepts the payment methods detailed below. To ensure your payment is received as intended, please review the instructions for your preferred payment method carefully prior to remitting payment.

### Helpful Links:

Your HOA's homepage: [www.trutinahoa.com](http://www.trutinahoa.com)

Your HOA's website is updated regularly with relevant information and important links.

[Owner Access Portal](#) (also linked to your HOA website homepage)

The Portal is our new online platform where owners may login to view their assessment account balance, review enforcement actions and pay assessments using a variety of online payment methods including FREE recurring ACH. If you don't have a login, please request an invite via the HOA's website homepage (see above link).

**ONLINE PAYMENTS:** Through the Portal, we offer FREE recurring ACH payments ("AutoPay") for the remittance of HOA assessments. Visa, MasterCard and one-time ACH payments are offered for a nominal fee as follows:

- AutoPay – FREE Recurring ACH payments (must enroll before assessment is levied)
- One-time ACH payments are \$2.95 each
- Visa and MasterCard transactions are \$2.95 + 3.5% each

To enroll in AutoPay, you must first register for the Portal. Visit your HOA's homepage to complete the form "*Request an Invite to the Owner Access Portal*". Once registered, login to your Portal account then follow the prompts to create a payment method then enroll in AutoPay. Detailed instructions (with screenshots) are linked to your HOA homepage as "AutoPay Instructions".

### Please read prior to AutoPay enrollment:

- AutoPay enrollment is a 2-step process: 1) create an AutoPay payment method and then, 2) enroll your payment method in AutoPay. If you're unsure, please contact RPM before the next assessment is levied to confirm your enrollment is accurate and complete.
- Once enrolled, your first AutoPay payment will be debited from your designated payment method on the first business day after the assessment due date. You must be enrolled BEFORE the assessment is levied to pay by AutoPay.
- Your assessment account balance must be zero (\$0.00) at the time of AutoPay enrollment. Any balance outstanding at the time of enrollment must be paid another way (either one-time Portal payment or check by mail). To avoid overpayment, please reconcile any outstanding assessment credits before enrolling in AutoPay.
- Once enrolled in AutoPay, the rate will be automatically updated if/when assessments change from year to year. The exact assessment amount will be debited on each due date until the homeowner cancels or amends their AutoPay enrollment via the Portal

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### US MAIL PAYMENTS:

1. Payment remittance coupons for the following year are distributed to all owners (except those enrolled in Portal AutoPay) prior to January 1st. To ensure your payment is applied to the correct account, please include a payment remittance coupon with each check and mail using the windowed envelopes provided.

***Include the following information on each payment to ensure proper application:***

- a. Your Management Company ID: **7794**
- b. Association ID, which is: **TRU**
- c. Your Property Account Number has not changed and can be found on your remittance coupons or the Portal.

Example: **7794 – TRU – TRU123123**

2. Please mail all payments to the following remittance address:

Trutina HOA  
c/o Rockwood Property Management  
P.O. Box 94804  
Las Vegas, NV 89193-4804

3. If you are paying for multiple properties, please send a separate coupon and check for each property.

### **BANK BILL PAY SERVICES:** If you currently utilize or want to pay through the bill payment service provided by your bank, please do the following:

1. **VERY IMPORTANT:** Delete any existing payment profile and create a new one. Enter the payee and mailing address as follows:

**Payee:** Trutina HOA  
**Address Line 1:** c/o Rockwood Property Management  
**Address Line 2:** P.O. Box 94804  
**City, State, Zip:** Las Vegas, NV 89193-4804

2. Make payable to Trutina HOA and include the Management Company ID, Association ID and your account number on the check memo line. See above for an example. ***This must be included on each payment to ensure proper application.***