7800 SW Barbur BLVD, Suite 1A Portland, Oregon 97219 #503.297.1014 (Office) #503.297.1585 (Fax) Portland.C21.com HOA.Northstar@Century21.com

# **Welcome to Twenty-One Irvington Condominiums!**

Dear Homeowner,

Twenty-One Irvington Condominiums has engaged CENTURY 21 Northstar as your Association Management Company. We perform a wide range of services including accounting, maintenance coordination, Rules & Regulations enforcement and CC&R/Bylaw monitoring.

Our Portland address is: CENTURY 21 Northstar

Community Management 7800 SW Barbur BLVD, Suite 1A

Portland, OR 97219

We're open Monday through Friday, between 9:00 AM and 5:00 PM.

## General Association Questions and/or Concerns:

Association Management - <u>HOA.Northstar@Century21.com</u>

You can also reach us at #503-297-1014 (office), or #503-297-1585 (fax).

Your monthly association fees are due on the first day of each month and deemed late after the 15<sup>th</sup>. Enclosed is a complete list of homeowner payment options. Please note there is a separate mailing address for dues payments.

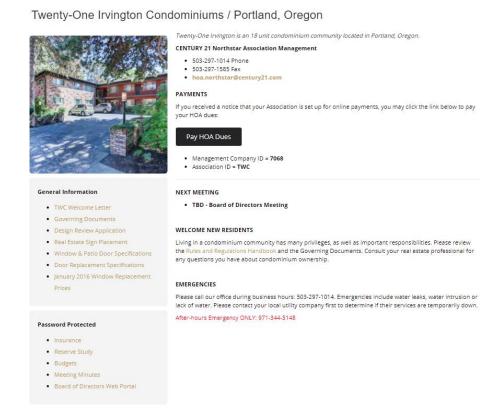
To report repair and maintenance concerns, please call our office at the number listed above.

For after-hours **EMERGENCIES ONLY**, please call #971-344-3148.

Emergency repairs include water leaks, water intrusion, or lack of water. Please contact your local utility company first to determine if their services are temporarily down.

#### **HOA Website:**

To access your community's pages, visit <a href="https://Portland.C21.com/">https://Portland.C21.com/</a>, click the "HOA" tab (upper-right corner), then click "Search an HOA", scroll down and select "Twenty-One Irvington Condominiums" from the list.



Some items are password-protected, such as meeting minutes, budgets, and insurance documents. Should you refinance your home, or put it up for sale, most of the documents you will need can be found on the HOA's webpage.

## Your Homeowner password is: TWC1014

If you have any questions or concerns, please let us know.

All of us at CENTURY 21 Northstar welcome you to your new community!

Sincerely,

Association Management CENTURY 21 Northstar

# Twenty-One Irvington Condominiums Homeowners Association CENTURY 21. Northstar

#503.297.1014 (Office) #503.297.1585 (Fax) Portland.C21.com HOA.Northstar@Century21.com

### **HOA Dues Payment Options**

### • Pay online by E-check, Credit or Debit Card

- o FREE e-check: One-time electronic check.
- o **FREE** Recurring e-check: Recurring monthly direct debit withdrawal. (Alliance Association Bank will email you reminders prior to each debit.)
- Credit Card All credit cards are accepted 3% service fee applies and is charged at time of payment.
- o Debit Card 5% service fee applies and is charged at time of payment.

FOLLOW THE STEPS BELOW TO ACCESS THE ONLINE PAYMENT PORTAL.

- 1. Visit the Association's website: www.21Irvington.com
- 2. Click on "PAY HOA Dues"
- 3. Select your method of payment, and follow the prompts.

### Information you'll need:

Management Company ID: 7068

Association ID: TWC

\*Your Account Number: 9876543201 ← (Example ONLY)

### • Pay by Check, or use your own bank's Bill-Pay service

1. Add the following ADDRESS under the payee information:

Twenty-One Irvington Condominiums HOA C/o CENTURY 21 Northstar Processing Center PO Box 97014 Las Vegas, NV 89193-7014

- 2. Ensure checks are made payable to Twenty-One Irvington Condominiums HOA
- 3. Print the following in the check memo section: TWC 9876543201 ← (Example ONLY)

IMPORTANT: Do not mail anything other than check payments to the bank address in Nevada.

<u>Please Note: The Management Company cannot accept HOA payments in office, or forward them</u>
to the processing center on your behalf.

Any payments received in error will be returned to homeowners via USPS to the mailing address on record.

- HOA payments are due on the 1st of each month, and considered late if not received by end
  of business on the 15th, subject to \$15.00 monthly late charge until all balances are paid in full.
- Individual account statements are available by request only.