

Quarterly Dues Billings and Related FAQ's

Last year, the CA decided to begin quarterly billing for our annual homeowner dues and dues for maintained home lawn care. We began this new procedure in January of this year and as a result of this new method of billing, many questions have risen. With the help of our accounting staff, I have put together a listing of the common questions that have resulted from this new procedure and a few other FAQs (Frequently Asked Questions). I hope this will be helpful.

Are there discounts for paying the full annual assessment at the beginning of the year and not making the quarterly payments? Not at this time, the total amount owed is the same either way.

If I choose the quarterly option, will I be billed or do I need to remember to come in and pay this amount throughout the year? We will be sending out quarterly billings to those who have not prepaid the full annual amount.

Are there discounts for paying by cash rather than by credit card? No, however there is a cost to the Association related to the acceptance and use of credit cards.

If I chose to pay quarterly, what months would my payments be due? January, April, July, October

Since we are on a quarterly billing cycle, if I member charge, will that be billed quarterly as well? No - our system is a monthly billing system. At the end of each month, bills are printed with all the current non-dues activity of that month.

My wife and I keep separate checking accounts and credit cards, is it possible to split up our charging activity with the Association? No, each home in Sun City has one member account. All activity is in this one account - including association dues, lawn care, golf, activities, event tickets and restaurant charges. Payments made to this account go to the balance of this account. We can apply payments with two separate checks or two separate credit cards, but there is only one member account per household.

What does HOA stand for? HOA stands for Home Owners Association

Can I only member charge at the proshops? Residents in good standing may charge purchases at the pro shops, restaurants, and CA office. This amount will be billed to you on your next monthly statement from the CA. With the changes in our restaurants, we will need to work out the charging procedures with the new operators, but our plans are to continue this option.

What are the accepted methods of payment for our accounts here at Sun City? Payments may be made by: Credit card, Check or Cash. Credit card payments may be made over the phone - 512-864-1220. Checks may be mailed or dropped off at the office or in the outside drop box.

How can I cash in on the Club Webb coupon I received from sales for referring a friend who bought a home in Sun City? Club Webb coupons must be received by the referring resident and brought to the CA office for the credit to be applied to your account.

Do I need to return any part of my statement with my billing, or can I just drop off my check into the night deposit box? Please return the top portion of your billing statement with your payment so that payment is applied to correct account.

Can I pay my CA statements online using my credit card like I do many of my other bills? Not at this time. Due to the additional expenses involved with this program up and the multiple security issues involved, the CA has elected not to offer this option.

We spend our summers up north and have had difficulty receiving our bills from the CA, what do we need to do to make sure we continue to receive our statements and Sun Rays? Please inform the CA office of any change of address so we may adjust your address for our monthly billings and mailings.

If I elected to pay the entire \$1,000 in HOA dues at the first of the year, will I continue to receive quarterly HOA billings? No - Member accounts for which the entire year HOA dues were received have been adjusted to reflect such and will not be billed for the remaining quarters.

When will my payment be reflected on my statement? Payments on your member account are reflected in the month in which the payment is received and posted.