



Ivy Springs Homeowners Association

August 2018

Reminders

For questions about your account, please contact the management offices at 801-641-1844 M-F 9am to 5pm. You can also post your requests or inquiries to the community website. All maintenance, landscaping and most general concerns are best handled by posting an action item on the website. This is a great tool for our community, lets be sure to take advantage of it!

Community Website

Check us out at www.ivysprings-hoa.com for the latest community newsletter, calendar, to pay dues and more!
Be sure to register online to access financials, governing documents, and post "Action Items"!

Mailing Address

HOA payments should be addressed to:

Ivy Springs HOA
P.O. Box 179
Lehi, UT 84043

If you are paying by check, be sure to put your full property address in the memo line so that payments can be applied to the proper account.

The Ivy Springs Homeowners Association is pleased to announce that we have hired Advanced Community Services as our new property management company beginning **July 1st, 2018!** We hope this change will positively affect many operations of our HOA, allowing everyone to better enjoy our community! In particular we are confident that effective communication will increase, and will be greatly improved, between the HOA and the homeowners.

We all now have the ability to connect with a new process that is linked to the current HOA website. You will be able to submit concerns, questions or complaints to the board and the management company and track the status of your issue in real time.

On the "Contact Us" section on www.ivysprings-hoa.com you can select Submit and it will take you to our link on the ACS website. There is a first time registration process and subsequently login, just click the "Need to register?" link and fill in your contact information with a valid phone number and email address. We will **only** use this information to contact you regarding important HOA matters.

Please keep in mind that while calling or emailing ACS is always an option, the "Action Items" system is always the best method of communication for tracking purposes. This system allows the HOA Board to oversee all work order items and properly account for all pending issues with ease. In order to receive this added benefit, it is important that you familiarize yourself with the website and please feel free to post action items at any time.

ACS provides efficient options for payments. All payments should continue to be made to Ivy Springs HOA. **You must change your payment mailing address** in order to ensure funds will reach ACS. The new mailing address is:

Ivy Springs HOA P.O. Box 179 Lehi, Utah 84043.

To set up automatic payments through the management company by selecting the HOA Payment page on www.ivysprings-hoa.com.

Please note that if you were previously set-up with automatic withdrawals (your bank's BillPay system), you will either need to sign up again with ACS or **adjust the payment mailing address with your bank.**

We want to thank you all for your understanding and support through this transition. We hope the change in management will affect positive change for the HOA and foster effective communication for everyone. Please don't hesitate to contact us if you have any questions.

Sincerely,
Ivy Springs HOA