



Abaris Realty, Inc.

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Excellence
Since 1975

Important Notice - Change in Payment Processing

Dear Homeowners,

We would like to bring to your attention an important change regarding payment processing.

Effective March 1, 2024, **we will no longer be accepting or processing association payments at our Office located at 7811 Montrose Rd, Potomac, MD 20854.** The last day we will be accepting payments at our Potomac office address is February 29, 2024.

To streamline the payment process, enhance efficiency, and more importantly to ensure the payment is posted correctly, we encourage all homeowners to make payments through the recently launched Vantaca Owner Portal. The portal will seamlessly redirect you to our trusted third-party payment processor's (ClickPay) website once registered and synced with single sign on access.

We recognize this change may require some adjustments regarding how payments are received and made, especially for our long-term clients. This change will directly impact and apply to the following payments and all others:

1. Move in & Move out fees
2. Pool pass payments
3. Key fob and building key payments.
4. Parking permit payments
5. Clubhouse/roof top and other amenity rental fees
6. Pet registration fees
7. Bike fees
8. Storage fees

Going forward, **any tenant-related fees** will be placed directly to the owner/landlord's account. It's important for both the owner and tenant to coordinate payment arrangements, understanding that any outstanding fees or payments will ultimately be charged to the owner's account. If the owner permits, the tenant may make payments directly to the owner's property account, by mailing the check to our lockbox PO Box address provided they include the owners/landlord's 9-digit account number and address on the check.

HOW DO I PAY MY FEES?

Pay Online: You can pay online via the Vantaca Owner Portal portal.abarisrealty.com that redirects you to ClickPay. Registration credentials were previously sent to all owners. If you have not received your registration credentials or are having trouble signing up, please contact us at portalhelp@abarisrealty.com and we will be happy to assist you.

Pay by Mail: You can mail your payments to the Tampa address listed below. Please ensure the 9-digit account number is reflected on your payment accompanied by the payment stub (if possible). **Please make payments payable to your Association c/o Abaris Real Estate Management Inc., PO Box 30347 Tampa, FL, 33630.**

Pay by Bank Bill Payer: If you choose to submit your payments through your bank's Online Bill Pay feature. **Please make payments payable to your Association c/o Abaris Real Estate Management Inc., PO Box 30347 Tampa, FL, 33630** make sure to include the 9-digit account number found on your statement in the notes/memo section of your Online Bill Pay settings.

To ensure timely processing, please note that any payments received after February 29th will be returned to the owner/sender. We kindly request your cooperation in avoiding potential delays by taking all necessary steps to ensure your payment is received on time.

As a reminder, we offer an e-billing service allowing you to receive statements via email instead of through USPS. To opt in, please visit your owner portal or send an email to billingdept@abarisrealty.com, with your property address and preferred email address.

We appreciate your cooperation in adapting to this new process. If you encounter any challenges or have questions, feel free to reach out to our billing department at billingdept@abarisrealty.com.

Thank you for your understanding and continued partnership.

Sincerely,

Abaris Real Estate Management