



3900 Woodlake Blvd, Suite 309, Lake Worth, FL 33463 Tel 561.641.8554 Fax 561.641.9448

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## THE VILLAS OF EMERALD DUNES CONDOMINIUM ASSOCIATION, INC.

Dear Homeowner:

September 25, 2020

We are pleased to inform you effective **October 1, 2020**, GRS Community Management has been engaged by your Board of Directors to provide management and accounting services for your community. In this letter we will provide information about our company, the best ways to find important information you may need and where to direct your association payments.

GRS Community Management is a local South Florida company that has been in business for over 30 years. Our goal is to establish a long-term relationship with your association, to build stability and harmony, and to provide compliance and efficiencies to your community. We accomplish this through great people, strong processes, and proprietary technology to enhance communication with your Board of Directors and every homeowner.

We are in the process of building your community's page within the GRS website that will contain pertinent information about your community such as FAQs and important forms. You can also pay your assessments and contact our office through the community page. Live chat is also available during business hours. Please take a moment to bookmark <https://www.grsmgt.com> and look for your community web page under the "FIND MY COMMUNITY" menu selection. The page will be available in the next few weeks.

We also encourage all owners to register at [www.grs.cincwebaxis.com](http://www.grs.cincwebaxis.com) to provide additional access to your Association account. By creating an account, you can check your balance, print a statement, and even make payments to your association all without having to make a phone call or a trip to the mailbox!

**Please review Page 2 for important assessment payment options.**

We look forward to working with your Community! Amy Trimble will continue to serve as the community's Property Manager and she can be contacted at the The Villas at Emerald Dunes onsite office during business hours at (561) 684-3140 or by email to [ATrimble@grsmgt.com](mailto:ATrimble@grsmgt.com). If you need support with payments, please contact our Resident Services team at (561)641-8554 or by email at [ResidentServices@grsmgt.com](mailto:ResidentServices@grsmgt.com). For after hour emergencies, please call (561)641-8554 and follow the prompts.

Sincerely,

GRS Community Management Team



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## ASSESSMENT PAYMENT INFORMATION

Please take note of the important information you need to know to support a smooth transition. We are committed to providing you with a high level of service. We have partnered with CINC Systems to provide our payment processing systems for efficient and timely banking records for your community.

**Please discard any old coupons or coupon booklets and begin using the new coupons enclosed immediately.** Coupons are enclosed for the period of October, November and December 2020 assessment payments.

If you have already mailed your payment to the previous management company, it will be forwarded to GRS but there may be a delay in processing.

**There are three (3) options to choose in making your payments:**

1. **PAYMENTS BY MAIL OR BILL PAYMENT SERVICE:** If you are currently paying your assessment online through your banking institution or using an online bill payment service, **change the address to ensure your payment is posted accurately.**

**The Villas at Emerald Dunes Condo Assn, Inc.  
c/o GRS Community Management, P.O. Box 165109, Miami, FL 33116-5109**

2. **ACH PAYMENTS:** If you were registered for automatic payments with the previous management company, we have requested your current ACH registrations be cancelled for 10/1/2020.

To register for automatic payments with GRS, please complete the enclosed form and return it to us with your voided check. Forms received on or before the 20th of the month will be effective the following month.

3. **Online Payments:** On or after **October 5, 2020**, owners may make payments online using a credit card or eCheck via the GRS website at [www.grsmgt.com](http://www.grsmgt.com). On your first visit to this website, you will need to register by clicking on "Make A Payment". Owners must register with your property address within your association so we can recognize your account. Once you have your login credentials, you will be able to select from making one-time or re-occurring payment transactions. A small third-party convenience service fee will apply.

**Even if you choose a different payment option, We encourage all owners to register at [www.grs.cincwebaxis.com](http://www.grs.cincwebaxis.com) as this will provide additional access to your Association account. Choose to Opt in for emails to receive periodic Association news communications.**

# ELECTRONIC FUNDS TRANSFER AUTHORIZATION

GRS COMMUNITY MANAGEMENT  
3900 WOODLAKE BLVD # 309, LAKE WORTH, FL. 33463  
PHONE (561)641-8554 FAX (561)641-9448  
[www.grsmgt.com](http://www.grsmgt.com)

Association / Community Name: \_\_\_\_\_

Assn Account #: \_\_\_\_\_

Property Address: \_\_\_\_\_

I/We hereby authorize GRS Community Management to initiate EFT debit entries (withdrawals) from my/our checking account for credit to the below named account on the **FIFTH (5TH) day of each month/quarter** based upon the Association's budget. This authority will remain in effect until I/we notify you. I/we understand the amount of the debit may change on an annual basis according to the requirements of the Association named above. I/we acknowledge that the origination of EFT transactions to my/our account must comply with the provisions of US law.

Bank Name: \_\_\_\_\_

Bank Account Number: \_\_\_\_\_

Bank Routing Number: \_\_\_\_\_  
(9-digit number found on the lower left side of your check)

First Payment Date to be debited from your account: \_\_\_\_\_

\*\*\*\*The deadline date for new registrations or changes is the 20th of the month to be effective for the following month.

Account Owner Signature: \_\_\_\_\_

Account Owner Print Name: \_\_\_\_\_

Date Signed: \_\_\_\_\_ Phone #: \_\_\_\_\_

Email: \_\_\_\_\_

**YOU MUST INCLUDE A BLANK VOIDED CHECK**

Please continue to mail your remittances until you receive our confirmation of the automatic draft.

If you should have any questions, please do not hesitate to contact our dedicated Resident Services team at (561) 641-8554 or by email to: [ResidentServices@grsmgt.com](mailto:ResidentServices@grsmgt.com)