



Dear Homeowner,

Sandcastle Community Management is constantly looking for new ways to improve the services provided to your community. With this in mind, we are excited to announce we have partnered with **CINC Systems** for our management and accounting software to provide functions such as payment processing, banking and web services. We think you will see a positive impact from these decisions and we look forward to our continued success in serving your community. Please be advised that Sandcastle will provide the following methods of payment:

- 1) **Online One-Time & Reoccurring Payments:** You will be able to make 2019 online payments using either e-check or credit cards. This website has been specifically designed to allow you the convenience of making your payments online and accessing your account information. Please note that you will be able to schedule your 2019 reoccurring payments before January 1, but you will not be able to make a one-time payment until after January 1 when the software goes live.

****Please be advised that the former online payment option via our Sandcastle website of paying with ClickPay has been disabled and has been replaced with the new CINC payment platform. Please see reverse side for further instructions on how to register for your website portal account.**

- 2) **Lockbox Service for Paying by Check with an attached Coupon:** Please see the attached coupons/statements inserted with this mailing. **Please note that the mailing address has changed.** Please discard any old coupons or coupon booklets and begin using the new attached coupons/statements immediately. The new address for mailing payments accompanied by a coupon is listed below. **Please make your check payable to your Association and include your account number (listed on the coupon) on the memo line.**
- 3) **Automatic Debit (ACH) Withdrawal Program:** With ACH, your assessment payment is automatically deducted from your checking account each assessment due date at no charge to you. If you already have arrangements with Sandcastle Community Management to automatically debit your account when payments are due, **you will not need make any changes** and your payment will be withdrawn as it normally would.
- 4) **Personal Bank Payment Service:** Please note that if you are currently paying your assessments using a personal online bill payment service or pay online through your personal bank's online payment service, you must delete your current setup and add **a new payee address** in order to ensure your payment is posted promptly as shown here.

**Your Association Name
c/o Sandcastle Community Management
PO Box 25637
Tampa, FL 33622**

Please let us know if you have any questions regarding these payment options at the contact info offered below. Please **see the other side for further information** regarding the web portal account features and assistance registering for the account. Thank you.

Sandcastle Community Management





We are excited to announce that the website and account portal also offers you the following services in addition to making one-time and recurring payments as follows.

- **Account History & Balance Information:** You can access your account history and balance information by clicking on the Account Information link on the left side of your screen.
- **Work Order Entry & Tracking:** You can also submit work orders and check on their status by clicking the Work Order link on the left side of your screen.
- **ARC (Architectural Review) Requests:** You can also submit ARC Requests and check on their status by clicking the ACC Request link on the left side of your screen.
- **Violation Letters and Management Correspondence:** You can review and respond to violation letters and other correspondence received right from your owner portal.
- **Association Documents:** Owners will have access to Board meeting minutes, financial reports and any other posted Association document that you may need at your fingertips!
- **Association Directories:** Owners are able to review a neighborhood directory of any information that owners elect to supply including email addresses and phone numbers that can be updated by the homeowner within the portal.
- **Association Calendars:** You can see a calendar of any posted social events within the community.
- **Association Social Groups:** You sign up for individual community social groups that will allow for special notifications within that social group!

To register for your account, please perform the following steps.

- 1) Go to www.SandcastleCM.com 
- 2) Click on the "Website Portal Login" in the top right-hand corner 
- 3) Click on the "Register" button in the top right-hand corner
- 4) Complete a **minimum of all mandatory fields** marked with a **red asterisk ***
 - Please enter your **email address as your Login ID**
 - Please enter your **Association Address (not your secondary address)**
- 5) After you have registered, a request to approve your registration will be sent to us at Sandcastle
- 6) We will approve your registration and send you your password and link to begin using the portal! 😊

Please let us know if you have any questions regarding these features or registering your account at the contact info offered below. Please see the other side for further information regarding payment options. Thank you.

Sincerely,
Sandcastle Community Management

