

Mediterranean Villas HOA Dues Payment Options

Manual Checks

Write a manual check once a month (or quarterly or annually) and mail it to Mediterranean Villas Homeowners Association, Mediterranean Villas HOA-7517, Lockbox Department, P.O. Box 98076, Las Vegas, NV 89193. Please make checks payable to **Mediterranean Villas HOA. Please write your account number on the Memo line of your check. Your account number can be found on the welcome letter you receive shortly after closing from the HOA Management Group, a division of Celski & Associates, which is our bookkeeper and dues collector. Your account number will also be shown on any subsequent payment coupons you receive from them. When a coupon is available, please include it with your payment.**

Bank Bill Pay Checks

Use your bank's bill-pay system to set up an automatic payment or generate a payment to be mailed to: Mediterranean Villas Homeowners Association, Mediterranean Villas HOA-7517, Lockbox Department, P.O. Box 98076, Las Vegas, NV 89193. Your bank will withdraw the funds from your account, print a check and mail it for processing. Please keep in mind your bank's processing time and the US Postal service time to allow for the check to arrive prior to the 10th of each month. Please make checks payable to **Mediterranean Villas HOA. Please also be sure your account number is noted on the Memo line of your check. Your account number is shown on your welcome letter from our bookkeepers, the HOA Management Group, a division of Celski & Associates.**

Online Portal

Look for the Homeowner Portal button at www.celskiassociates.com or www.thehoamanagementgroup.com for electronic payments (made available by AppFolio). You can either set up payments to happen automatically each month, quarter or year, or you can log in and submit the payment each month, quarter or year. If you choose the e-Check option, there is a \$2.49 fee for each payment. If you choose to use a credit or debit card, there are also convenience fees for each payment, which are detailed on the website.

If you do not want to use the Online Portal for your payments, you should still activate your account to be able to view your account ledger and check your payment history at any time or take advantage of the Mobile App available through the portal.

The Activation Link emails for the Online Portals are time-sensitive so please reach out to the HOA Management Group of Celski & Associates at 509-579-4101 if you need a new link sent to you. You will need to have an email address to activate the Online Portal. Celski has a kiosk in their Kennewick office at 6725 W. Clearwater Avenue should you need assistance in activating your Online Portal or setting up payments; please be sure to bring one of your bank checks with you if you will be using the e-Check payment method. Or simply call them at 509-579-4101 for assistance.

There is also a helpful video available at: <https://www.appfolio.com/help/online-portal-overview>. Please remember that the video is set up to be used all types of Celski's HOA Management Group clients so not all the features discussed are available to Mediterranean Villas Owners.

For instance, you **cannot** submit Maintenance Requests nor Architectural Review Requests nor view shared documents through the Online Portal! Instead, all Mediterranean Villas Architectural Control Committee (ACC) requests for exterior modifications or changes, and reports of items needing maintenance or repair by the HOA, including lawn and landscape matters, are all to be submitted directly to the HOA by email to tmvassoc@hotmail.com or by dropping requests in the HOA mailbox located on Mia Lane just east of the Palazzo (or, for offsite Owners, mailed to 9713 Mia Lane, Pasco, WA 99301). Urgent matters should also continue to be reported by email or by calling the HOA Message Line, 509-554-1882. The Mediterranean Villas will also continue to use its own website, www.medvillashoa.org, for all shared governing documents, newsletters, Board Meeting Minutes, etc., for Owners.

Below are some Frequently Asked Questions from AppFolio about the Online Portal dues payment option:

I made a payment online by mistake. How do I stop the payment?

You must call your bank and issue a stop payment. Neither AppFolio nor the Celski's HOA Management Group nor the HOA has authority to gain access to your Online Portal or bank account to stop the payment on your behalf.

Is there a cost to make payments online?

Yes, there is a \$2.49 e-Check payment fee, and credit- or debit-card payments also carry an online portal convenience fee that is non-refundable and is in place to comply with current card network regulations. The fees are fixed, flat amounts based approximately on your monthly dues amount. The fee amounts will stay the same for the entirety of your ownership, no matter the amount of your payment.

What type of credit or debit card can I use?

Credit- or debit-card payments can be made with a Visa, MasterCard, JCB or Discover-branded card from any country. American Express, gift cards and prepaid cards are not accepted.

What type of bank account can I use if paying by e-Check?

You are free to use a checking or savings account. Accounts can be personal or business. Make sure you enter the routing and account numbers exactly as they appear on your checks and confirm the account has sufficient funds.

How is my information protected?

Celski's HOA Management Group and AppFolio take privacy and security seriously and invest in state-of-the-art systems to protect your payment information. All sensitive data is encrypted and a redundant infrastructure ensures the highest levels of security available.

How do I edit or modify my scheduled auto payment?

Your auto payment information will be displayed on the Home tab or Payments tab. Click the Edit button to change the payment name, payment amount, or account information. If you wish to change the scheduled payment date, click Edit, then click Delete, and return to the Home tab to create a new auto payment.