

Community Newsletter

FCS COMMUNITY MANAGEMENT
20 YEAR ANNIVERSARY

FCS Community Management Announces Major Software Conversion to Vantaca effective October 1, 2019

We are excited to announce major changes and upgrades to the technology we use and are confident it will improve both the homeowner and management interaction and communication experiences. We are making these changes to continue offering the best management with multiple communication and payment methods to suit the various needs of our communities, while incorporating greater technological flexibility for a changing world. Our team has been preparing since early 2019 to help ease the inconvenience to our customers. We are excited to share Vantaca with our clients!
– Michael Johnson, PCAM | CEO

NEW Owner Account Portals

Owner Account Portals will still be accessed through **www.hoaliving.com** by clicking on "**My Account**" (top right).

I Already Have Access to the Current Owner Account Portal

If you already have access to the current owner account portal, with a valid registered email address, you will receive an email on or about October 1st with your new sign in credentials.

I Believe I Should Already Have Access but I Did Not Get an Email with My Credentials

If you believe you already have access to the current owner account portals, with a valid registered email address, and you do not receive an email on or about October 1st with your new sign-in credentials, click on the "Forgot Password" button after accessing the Owner Account Portal at **www.hoaliving.com** and clicking on **My Account** (top right). If the system does not recognize the email address you provide, follow the steps below.

Registering for Online Owner Account Portal Access

After accessing the Owner Account Portal at **www.hoaliving.com** and clicking on **My Account** (top right), click the **Sign Up** button to request a login. You only need to sign up to request a login, if you did not receive an email with login credentials or the "Forgot Password" button did not find your email.

When you click **Sign Up**, you will be prompted to enter your name, email address, phone, address, association and account number (you can use your current account number or your new account number). Click **Create**.
By the end of the next business day, you will receive an email containing your login credentials.



COMING SOON

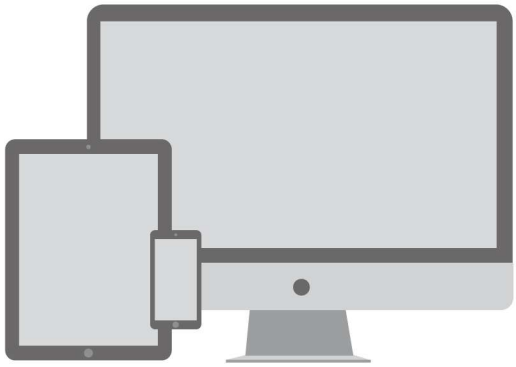
NEW BILLING STATEMENT FORMAT COMING SOON

An updated statement format will debut for the November 2019 statements (sent at the end of October 2019).

DELAYED ACCESS TO INDIVIDUAL ACCOUNT HISTORIES

During the month of October, historical account histories will be imported into the new software. If you log in to the Owner Account Portal, and your historical owner ledger is not available, please log in again in a few days or call Customer Service for assistance.

ESTATEMENTS

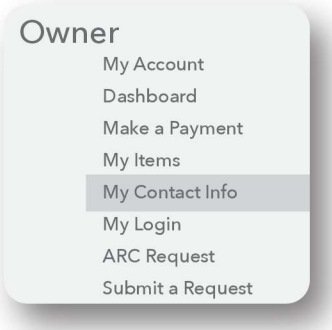


I Already Receive My Association Statements via Email

If you currently receive your association's billing statements and other communications via email, you will find that preference already set up in the new software.

I Want to Begin Receiving My Association Statements via Email (or to make changes)

After logging in to the new Owner Account Portal, click on **My Contact Info** under the **Owner** heading in the left tool bar.



The new software allows you to direct "General Communications" differently from "Billing Communications." To sign up for electronic association owner account billings, click on the options below **Billing Communication Preference** and select **Email.**



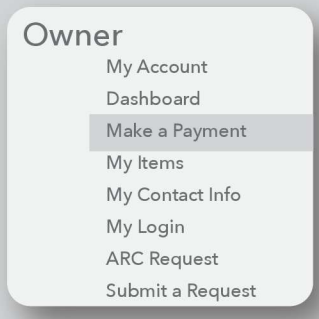
AUTOPAY IS NOW AUTO-DRAFT (ASSOCIATION ASSESSMENTS PAID VIA ACH)

I Am Currently Enrolled in the AutoPay ACH Withdrawal Program through FCS (withdrawn on the 10th of each month)

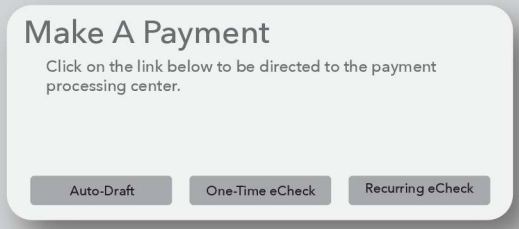
Your information has been securely transferred to the new system and there will be no interruptions to your ACH withdrawals. IMPORTANT NOTE: The October withdrawal may be withdrawn as late as October 20th. No late fees will be applied if the withdrawal date is delayed past the normal 10th date.

I Want to Enroll in Auto-Draft to Pay My Assessments via ACH withdrawals from My Checking Account (or to make changes)

After logging in to the new Owner Account Portal, click on **Make a Payment** under the **Owner** heading in the left tool bar.



Click on **Auto-Draft** under the **Make A Payment** heading.



Click on **Enroll/Update All Properties** to enroll.

NEW ACCOUNT NUMBERS

All owners will receive new account numbers for their association accounts. Please update on your payments, especially payments sent through your bank's bill pay system, as soon as convenient. Never fear – the new software will be able to search the current five-digit account numbers through 12/31/2020.