



MANAGEMENT

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169 W 2710 S Circle, Suite 202-A • St. George, UT 84790 • (435) 287-3061

Dear Stone Cliff Owners Association Homeowner,

It is my pleasure to introduce PMP Management as your Association's new community management partner! We are excited to have this opportunity to partner with you and look forward to serving each and every homeowner in a professional, expeditious, and courteous manner.

A little bit about us – PMP is a local homeowners association management firm specializing in the management of single-family home communities, such as Stone Cliff Owners Association. Our primary focus is to provide extraordinary customer service to the residents we are fortunate to serve while working with your Association's Board of Directors to maintain the value and integrity of your community and its exquisite common areas. We pride ourselves on being a knowledgeable, proactive, and homeowner friendly management firm. Should you have any questions or simply desire to reach out and introduce yourself, please do not hesitate to give us a call!



In addition, we are excited to introduce you to your new online resident portal, *PMP GATEWAY*. *PMP GATEWAY* will provide residents unprecedented 24-hour access to Association account information and

functions, including but not limited to updating your owner profile and pertinent contact information, viewing your account history and scheduling payments, open maintenance service requests, and access to important Association documents and information.



In the coming days you will receive an email from care@PMPmanage.com with your new *PMP GATEWAY* login information, which will provide secure access to our convenient online portal. Once you receive the email with your login information, please visit www.PMPmanage.com to register. For your convenience, you may also simply scan the QR code here.




**In addition, we have included the following information
as part of our Welcome Package:**

- **Stone Cliff Owners Association’s Management Team** – An introduction to your new management team, including important contact information.
- **January Assessment Statement** – We have included a one-time paper statement and remittance envelope with your Welcome Package. Please note, prior balances from your previous management company will not be included on your January statement but will be reflected on your February statement. Moving forward, in the interest of saving resources and money for the Association, assessment statements will be sent electronically through *PMP GATEWAY*. If you would rather continue to receive paper statements, simply login to *PMP GATEWAY* and select this preference from the “My Contact Info.” dropdown menu.

We encourage all homeowners to log in to the *PMP GATEWAY* to confirm your email address is listed, as this will be the preferred method to receive all future assessment statements and important Association announcements and information.

- **Important Assessment Billing Information** – If you currently have automatic payments set up through the previous management company to pay your monthly assessment, this service will be automatically cancelled. If you would like to continue with automatic payments (ACH) through PMP, please visit the *PMP GATEWAY* after January 1st to set up ACH in your payment preferences.



– **Payment Options** – *PMP GATEWAY* provides several convenient methods for homeowners to pay their assessment, including electronic check, automatic payments (ACH), credit card, or opting-in to pay via a paper statement and remittance envelope. In addition, you are always welcome to pay your assessments via autopay through your preferred financial institution. Simply use the Association’s new bank lockbox address below when setting up your autopay.

**Stone Cliff Owners Association
c/o PMP Management
P.O. Box 51444
Los Angeles, CA 90051-5744**

If you do choose to mail in your payments, please include your *PMP GATEWAY* account number and/or property address. Payments will be processed by the bank upon receipt, Monday through Friday, and will be posted to your account within 24 business hours. Payments are due on the 1st of the month and late after 60 days. To avoid late fees, please make sure payments are received no later than 60 days after being assessed.

We are excited to be serving your community and look forward to a successful and long-lasting partnership! If you have any questions or if you would like to simply introduce yourself, please do not hesitate to call us at (435) 287-3061.

Thank you for allowing us the opportunity to provide you with PMP’s unique brand of extraordinary service!



Brad Watson, President & CEO

Stone Cliff Owners Association Management Resources

At PMP, we pride ourselves on our innovative suite of homeowner resources. PMP GATEWAY, our exclusive online portal, is designed to provide owners with 24-hour access to Association information and resources, including account information, assessment payment options and preferences, the ability to open and track service requests, and easy access to important Association documents.



Please visit www.PMPmanage.com to register, obtain your secure *PMP GATEWAY* login and enjoy all the functionality of your new online portal.

In addition, PMP has a team of knowledgeable, friendly, and helpful team members ready to assist you with your community needs, Monday through Friday, 8:00 a.m. to 5:30 p.m.

COMMUNITY CARE CHAMPIONS

PMP is proud to introduce our Community Care Champions to the residents of Stone Cliff Owners Association. You're invited to reach a live member of our friendly, helpful Community Care Team during regular business hours to address any Association related matter, including transition questions, assessment billing and payment inquiries, service requests, or assistance setting up your *PMP GATEWAY* credentials.

Care@PMPmanage.com

Phone: (435) 287-3061

MANAGEMENT CONTACTS

Bill Dix, CMCA, AMS, PCAM
Director of Community Management

BDix@PMPmanage.com

ESCROW SERVICES

PMP has a fully dedicated in-house escrow team to assist homeowners with any escrow related requests.

Escrow@PMPmanage.com

AFTER-HOURS CONTACT

In case of emergency, a live after-hours representative will be available evenings, weekends, and holidays by calling PMP's regular office line at (435) 287-3061.



PMP'S Innovative, User-Friendly Homeowner Portal

As part of PMP Management's on-going commitment to deliver the industry's most innovative services, we are excited to introduce you to our next generation of online access, *PMP GATEWAY*. This online portal resource will provide all homeowners with unprecedented 24-hour access to Association account information and functions, including but not limited to:

- Update your personal information and contact information;
- Submit maintenance service requests and track status of requests in real time;
- Communicate directly with our management team to report and follow up on CC&R/Rule violations;
- Review account history and information in real time;
- Initiate assessment payments through electronic check or ACH;
- Stay up to date on community events via the community calendar;
- Request electronic distribution of annual disclosure mailers;
- Submit architectural applications electronically and follow up on the status of submissions; and
- Receive electronic notifications of important community news, events, and information.

Simply visit www.PMPmanage.com to register today!

YOU'RE INVITED!

PMP GATEWAY TRAINING FORUMS

PMP will be hosting an opportunity to learn the functionality of PMP GATEWAY, your new on-line portal. It will be a virtual training session through Zoom. Please pre-register at www.zoom.us/join and using the Meeting ID below, to ensure you receive the passcode prior to the forum.

Wednesday, December 20th or Tuesday, January 23rd at 7:00 p.m. MST

www.zoom.us/join or by phone (669) 900-6833

Meeting ID: 825 5236 2706

PMPNEXT
The Next Generation of Extraordinary Service

Paying your assessments and Saving Resources!



QUICK, EASY, CONVENIENT

Create or log in to your PMP GATEWAY account and view your profile.

Go to: www.PMPmanage.com

Sign up for the payment option that works best for you.

Auto-draft ensures the correct payment is made on time, every time.

Go GREEN by opting-in for electronic statements and newsletters.

**Need help? Contact our
Community Care Team at
(435) 287-3061.**



*As a friendly reminder,
assessments are due on the 1st
of the month and late after 60 days.
Please ensure payments are received
no later than 60 days after being
assessed to avoid late fees and
penalties.*

If you prefer to setup automatic payments through your bank, you will need your PMP account number and the following payment mailing address:

**Stone Cliff Owners Association
c/o PMP Management
P.O. Box 51444
Los Angeles, CA 90051-5744**

