



FAQ's

1. What changes are occurring?
 - a. New homeowner portal
 - b. New HOA bank partner
 - c. New management company name

2. When do these changes take effect?
 - a. The new homeowner portal and HOA banking go live **June 1**
 - b. HG Management is now Avenue One Properties.

3. How will the switch to a new homeowner portal affect me?
 - a. No more searching for emails or messages. The new management system tracks correspondence between management team members, homeowners, board members, service providers, and more. Submit maintenance requests, design review requests, covenant concerns, or general information requests through the member portal and receive a tracking ticket to follow the progress and receive quick responses. Built-in workflow systems measure progress in real-time with analytics tracking every touchpoint with a homeowner, internal auditing of changes and updates to member accounts and provides self-service access to all items related to one's account, 24/7.

4. When can I access my new homeowner account?
 - a. **June 1**

5. How do I access my new homeowner account?
 - a. Beginning May 14, you may access the new website for informational purposes. On June 1 you may access your new account located under the homeowners tab.



6. Do I need to update my payment method?
 - a. Yes. Beginning June 1, whether you are on ACH, bank bill pay, or you mail in your payments, you will need to update your payment preference.

7. How do I update my new account on ACH?
 - a. Beginning June 1, after logging into your new account, you will be able to set up ACH without the need to fill out a form and email it in.

8. If I want my bank to continue making payments on my behalf, what do I need to update?
 - a. Beginning June 1, Homeowners will need to update the remittance address to the new, local lockbox. Updating the address with your bank is important since most banks mail physical checks via their billpay system. The address will be sent to all homeowners in May and updated in the FAQs at that time.

9. If I want to continue mailing in my assessments, where do I send my payment?
 - a. Your HOA's lockbox has a local mailing address in Denver. The address will be sent to all homeowners in May and updated here at that time.
 - b. **NOTE: Beginning June 1, payments will not be accepted or processed at our Littleton office.**

10. Will I still be able to set up reoccurring or one-time payments?
 - a. Yes, both options are available in the new homeowner portal.

11. What is the blackout period between May 14 and May 31?
 - a. During this time, the final transitions from the old system to the new will take place. Your HOA will not be able to accept payments or update member accounts. On June 1st, the system will be fully activated and back to business as usual.



12. Why did HG Management change its name?

- a. Under new leadership over the past three years, HG Management has continued to make incremental, strategic improvements to our services. In line with this evolution, we are proud to announce the transition to our company's new marque, "Avenue One Properties".

13. How will HG Management's name change affect me?

- a. The HG Management team remains the same. You will continue to work with the same great people, the same community manager and the same support team.