

STEPHENS GLEN HOMEOWNERS

*****2025 Assessment \$85.00 Per month (Due the first day of each month).**

Dear Homeowner,

Your community has opted out of mailing coupons unless a homeowner requests a coupon book. If you wish to mail your payment, please contact a member of your Community Management Team. (The homeowner is responsible for the \$12 fee for coupon books for 2025.) If you have requested a coupon book in past, there is no need for you to do so again, and one will automatically be mailed to you. Coupon books will go out starting early December. If you have not received your coupon book by the end of December, then please reach out and a member of your team will send another one to you.

*****Payments will not be accepted in our office via drop-off or mail. Payments received this way will be returned to the owner and late fees could incur. Please use one of the methods below to pay your assessments.**

Ways to Pays

- 5. BILL PAY through your own bank**- Visit your banks website. ie wells Fargo.com, chase.com etc. A coupon is not needed to mail through your own bank.

Mailing Address:

Stephen's Glen HOA
c/o Towne Properties
PO Box 621717
Orlando, FL 32862-1717

*** Your account number will be 6883 7934 t... ('t' number can be found on Welcome Letter)

- 6. BY MAIL**

A coupon must be included with any payments that are sent by mail. If you are missing your statement, please contact any member of your Community Management Team.

- 7. ALLIANCE BANK**

Alliance Bank charges \$0.95 per transaction (as of this writing).

Please visit <https://pay.allianceassociationbank.com> to set up an account.

You'll need the below information:

- Management ID: 6883
- Association ID: 7934
- Property Account Number: t (Found in the Welcome Letter)

- 8. COMMUNITY CAFE**

Towne Properties utilizes a third-party online portal called the Community Café. Once you are registered, you can make one-time payments via debit card or credit card or set up recurring payments. Link for Community Café <https://townecommunitycafe.securecafe.com/residentservices/condocafe/userlogin.aspx>

*****You MUST have an email on file to register for the Community Café.**

Email kaylalavin@towneproperties.com and provide the email address you want to use on your account. An invitation to the Café will be sent to that email.

Community Café has two options to make a payment:

Debit Card- Café site charges \$3.95 (as of this writing)

Credit Card- The Café charges \$4.95 up to \$999.99

From within Community Café, you can set up auto-pay with a credit/debit card. When setting up the autopay, select Option 1, and you must make sure to fill out the fields as follows:

- Start Date: input the current date.

- End Date: leave blank. Any date put in this field will erase the autopay set up when that date arrives.
- Pay On Day: select the day you'd like your payment to process from the drop-down menu.
- Current Assessment Amount: the full amount of your assessment.

Thank you from your Towne Properties Team and your Stephens Glen Board.

Suzanne Sinoracki | Senior Association Manager

Carolina Regional Office

p: 919-878-8787 | **d:** 984-220-8673

Towne Properties | 8305 Falls of Neuse Rd. #200 | Raleigh, NC 27615

suzannesinoracki@TowneProperties.com | TowneProperties.com

Kayla Lavin – Community Service Administrator

Carolina Regional Office

p: 919 878 8787 | **d:** 984 220 8695

Towne Properties | 8305 Falls of Neuse Rd. #200 | Raleigh, NC 27615

KaylaLavin@TowneProperties.com | TowneProperties.com

Ways to Pay

Initial Registration

To register for the first time, or to make a payment, visit the Towne Properties website (www.TowneProperties.com) and choose Login, then **HOA/COA Login**. If you have any questions regarding registration, please do not hesitate to contact a member from your Community Management Team.

Community Café

Towne Properties Community Café is our homeowner online portal. The first time you register, the “Registration Code” will be your 7-digit Account Number, which starts with a "t" and can be found at the top of your welcome letter. Once you are registered, you can make one-time payments via e-check or credit card, set up recurring payments (**applicable third-party fees will apply based on payment type, starting at 2.5% of the amount paid**), or view your personal account information such as account ledger, architectural applications, violation letters, and much more!

Alliance Association Bank

Please note payments via e-check will direct you to the Alliance Association Bank site. You will need to provide the following information, located at the top of your welcome letter, to register: Management Company ID (6883), your 4-digit Association ID (7934), and 7-digit Account Number (t1755708). **Payments made through Alliance Association Bank’s website are charged a flat \$0.95 fee per transaction.**

Bill-Pay

Recurring or one-time payment via your bank account. Please include Management Company ID (6883), your 4-digit Association ID, and 7-digit Account Number (starts with a “t”) as the account number (*example: 6883-7934-t1234567*).

These payments should be mailed to:

Stephen’s Glen
c/o Towne Properties
PO Box 621717
Orlando, FL 32862-1717

By Mail

A coupon must be included with any payments that are sent by mail. If you are missing your payment coupon, please contact any member of your Community Management Team.

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