

# CRYSTAL CROSSING HOMEOWNERS ASSOCIATION

Dear Property Owner,

Enclosed are your HOA coupons for 2021 reflecting the increased monthly assessments in accordance with the ratified 2021 budget.

**IMPORTANT:** If you are paying your dues through a bill pay service, you must update the amount with them. If you have an automatic payment set up through Teleos on the Online Portal, you must update the amount if you have payments set up as "Fixed Amount" - a fixed amount automatic payment will not adjust to the new amount. If your automatic payment through the online portal is set to pay "Outstanding Balance in Full," it will automatically increase and pay the new assessment amount along with anything else charged to your account.

As a reminder, all HOA assessments are due on the 1<sup>st</sup> of the month of the quarter as noted on your coupons. If not paid on or before the 11<sup>th</sup> day after the first month of the quarter, the assessment shall be delinquent, will incur a late charge of \$20 and bear interest after the due date of that assessment at a rate of 12% per annum until paid in full. **All payments should be addressed to: Crystal Crossing Homeowners Association, 6833 S Dayton St. #163, Greenwood Village, CO 80112.** If paying through your personal online banking method, you may set us up as a bill pay using the above information. Your address may be your account number. **Please include your property address with any form of payment.** Payment coupons can also be downloaded from the website at: [www.crystalcrossinghoa.com](http://www.crystalcrossinghoa.com) where you can find important HOA information including special forms, and meeting schedules.

**Online Payments:** Please consider activating HOA account access on the Online Portal. You can make payments online by check (no fee) or credit/debit card (small convenience fee charged by AppFolio) and set up automatic/recurring payments. Once we have your email address and trigger the portal link, you'll receive an email with instructions on activation via <https://teleosllc.appfolio.com/connect>.

The Management Company by State law (CCIOA) is required to provide the HOA with the following Association Disclosure of Information which will be available on the website within 90 days after the end of the fiscal year: A list of association insurance policies, association By-Laws, Articles, Rules and Regulation, Minutes of executive board and member meetings for the previous fiscal year, and associations adopted responsible governance policies.

If you have any further questions or concerns, don't hesitate to contact our office through email or by phone. We look forward to another great year of servicing your HOA needs and concerns!

**Client Services contacts:**

**General information – Dan Abila, Manager**

Phone: 303-829-9346

Email: [Dan@teleos-services.com](mailto:Dan@teleos-services.com)

**Billing Information – Kelly Connolly**

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Regards,  
Teleos Management Group  
Angela Elliott, Owner/Founder

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