

## Carlyon Beach HOA – FAQ

- **I noticed I wasn't billed correctly for a pump charge. Who do I contact?**
  - If you noticed you were billed for a pump charge incorrectly, contact the CBHOA office at 360-866-0717 or [memberservices@carlyonbeachhoa.com](mailto:memberservices@carlyonbeachhoa.com). The office will research if the correct account number is listed in the pumping program and will work with Vantage on your behalf to properly correct the account.
- **I paid for my full year of dues. How do I not have the monthly dues show up on my statement?**
  - The Vantage Accounting department is currently cleaning up accounts where the full year of dues was paid. These accounts will have the remaining dues amount invoiced so their credit will only be applied to the dues. Monthly statements moving forward for those owners will only show the monthly activity like pumping. Owners can drop a written account review request off at the CBHOA Office or email one to [accounting@vantagecommunities.net](mailto:accounting@vantagecommunities.net) to ensure the request is received.
- **I don't want to pay finance charges. What payment options don't have additional charges?**
  - Owners have various options of payments that do not include finance charges. These methods include paying by cash, check, or money order at the CBHOA Office, using the CBHOA ACH program run through Vantage, or setting up BillPay through your bank.
- **Why does the clubhouse no longer process debit or credit cards?**
  - The Board was spending thousands a year on bank fees for maintaining a Merchant Account to provide these services to residents. To save the Association these funds, it was elected to dismantle the Merchant Account.

- **I am not getting a response from Vantage or the office. What do I do?**
  - Both Vantage and the CBHOA Office field numerous calls and emails from owners and make every effort to respond in a timely manner. Vantage's contract with Carlyon Beach does not cover receptionist level phone coverage in order to help save the Association costs. If you do not receive a response from the office or Vantage within 48 hours, you can email [accounting@carlyonbeachhoa.com](mailto:accounting@carlyonbeachhoa.com) which will send an email directly to the Association Manager who will look into resolution for your question/concern.
- **I have an emergency pump that is needed. Who do I contact for that?**
  - During the work week or when the office is staffed, you can send emergency pump requests to the CBHOA Office. If the request is needed after hours or on the weekend, the request can be made to the Shop directly. ( use only for after hours emergency pump 360-866-8135)
- **Why did the clubhouse hours change?**
  - The clubhouse staff need time to pull voicemails and ensure that owner calls are being returned. The new office hours allow for walk-in support while also providing support to owners needing a returned call or email.
- **I would like my tenant to pay for the pumping charges. Can I set up a separate bill?**
  - It is possible to set up a separate billing account for your tenant to just have the pumping charges added to that account. The account would go to the tenant directly and they could set up online payments on their own to make payments. If this interests you, please provide a copy of your lease, the tenant contact information, and a statement of request in writing to the CBHOA Office to be added to the processing queue.