



Rock Creek Master Homeowners Association, Inc.
Cherry Creek HOA Professionals



NEW MANAGEMENT COMPANY

Dear Rock Creek Master Homeowners,

As you may have already heard, **Cherry Creek HOA Professionals** is thrilled to start as Rock Creek Master Homeowners Association's new management company on **January 1, 2021**.

ABOUT THE NEW MANAGEMENT COMPANY

Cherry Creek HOA Professionals is a family-owned business founded in 2003. The company has grown from a single property under management to more than 85 associations today. Cherry Creek HOA Professionals has twenty-three full-time employees who provide accounting and property management services for the company. We all promise to do our very best to meet your expectations. Collectively, we have over one hundred years of property management, accounting, and customer service experience.

Contact Information / Manager



Dani Esch will be the association's dedicated manager. Dani is thrilled to be managing your community having spent much of her childhood at her grandparent's house on S. Elbert Court. Yours isn't just another community for us; it's home! Dani can be reached at (303) 693-2118 or via email at manager@rockcreekhoa.com. Our Louisville office is conveniently located at 357 McCaslin Blvd, Suite 200, Louisville, CO 80027. This is the same office as the previous management company.

Homeowner Portal / Community Base App

We will provide an online homeowner portal which allows homeowners to review and edit their contact information, check their account balance, submit and track general correspondence (questions, accounting issues, etc.), and pay dues online. In addition, we will be providing homeowners with an app that will provide quick links to important items (our email, phone, online ACC form, and more). We are tailoring these products for your community and putting the finishing touches on them now. We will provide instructions on how to access and register for the portal and phone app shortly after the transition. We are excited to share this technology with you and will be in touch soon!

ACC Requests

We will provide homeowners an online ACC request form to facilitate the application process. If you prefer, you may also submit requests through completed paper forms either via email or the homeowner portal. Please contact Dani Esch at manager@rockcreekhoa.com or by calling (303) 693-2118 and we can help with any questions.

Contact Form

HOA Management transitions provide an opportunity to ensure your association has your most current information. There are a number of ways to update your contact information with us. The easiest way is to log onto the homeowner portal and update your contact information there. Alternatively, you can follow this [link](#) to a form and return it to us. You may return the form to Dani at manager@rockcreekhoa.com, or mail it to 14901 E Hampden Ave, #320, Aurora CO 80014; we will update your file accordingly. To save the association money, we prefer to communicate via email as much as possible and very much appreciate having your current email address.

ANNUAL ASSESSMENT

Based on the 2021 budget, the Rock Creek Master Homeowners Association annual assessment for 2021 will be **\$264.00** due **March 1, 2021**.

As a reminder, per the Association's collection policy, payments not received within 30 days of the due date will incur a \$20 late fee as well as a 21% per annum interest charge.

Billing statements will be mailed in February 2021. Those statements will include a coupon which can be mailed to the Association's new lockbox (the coupon will include the address below):

**Rock Creek Master HOA
P.O Box 94773
Las Vegas, NV 89193-4773**

If you choose to send payment to the lockbox in advance of receiving your billing statement, please remember to include your address in the memo field.

Payment Via Owner Portal

The new owner portal is seamlessly connected to the Association's bank. Homeowners have the option to log in to the portal and click "Make a Payment" to make a payment through the Association's bank, at no charge.

If at any time you have questions regarding your account, you may contact us at (303) 693-2118.

We are honored to have the opportunity to work with you and look forward to getting started!

Thank you,

Cherry Creek HOA Professionals