



“ Tailoring Innovative Services for Your Property Needs and Success ”

28175 Haggerty Road
Novi, MI 48377
248-994-2232
e: info@homesteadpm.com
w: www.homesteadpm.com

Dear Keatington New Town Association Homeowner:

Homestead Property Management was hired by your association and we are now your managing agent as of February 1st, 2022. Homestead prides itself on being hand ons, approachable and using the most innovative technologies to help give you the most efficient services. We are a family-owned local business with over 31 years of experience and we take pride in helping communities reach and maintain continued success. The owner Frank will be your manager along with his supporting team of Tom, Katrina & Vincent. We are committed to providing you with a continued superior level of service.

YOUR PAYMENTS/ ASSESSMENTS

- **FEBRUARY AND ONGOING PAYMENTS GOTO HOMESTEAD PROPERTY MANAGEMENT**
- **ALL PAYMENTS MADE PAYABLE TO “ KEATINGTON NEW TOWN ASSOCIATION”**

Homestead Property Management provides the following methods of payment to collect your monthly assessment **beginning with the February 1st due date:**

1. **Regular Mail:** **At this time, please discard any coupons or remittance forms you may have and begin using the new address noted below immediately.** When writing your check, please make sure to make it payable to Keatington New Town Association and make sure to include your on-site street address on the memo line. Please mail your payment to the new remittance address provide below and allow 7 to 10 days to post your payment through the US Mail.

Keatington New Town Association
c/o Homestead Property Management
P.O. Box 22184
Lansing, MI 48909-2184

2. **Bill Pay:** Please note that if you are currently paying your assessments using an online bill payment service or pay online through your personal bank’s online payment service, you must delete your current setup and add a new payee to ensure your payment is posted promptly. Also please make sure that the payee is Keatington New Town Association and make sure to include your on-site street address on the memo line. Bill Pay is to mail your payment to the following address and allow 7 to 10 days to post your payment through the US Mail.

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3. **Online Payments:** You will be able to make online payments using either e-check or credit cards. To make your payments, please go to our website at homesteadpm.cincwebaxis.com or using your mobile app. You will need to have Registered with the website first, and then your email address and new password may be used to make payments and access information about your community. There is a check processing fee of \$1.99 per payment and a credit/debit card processing fee of 3.25% of the payment amount applied when making online payments.

4. **Online Recurring Payments:** If you previously had recurring online payments (via eCheck or Credit Card), you will need to go to homesteadpm.cincwebaxis.com or using your mobile app and set up your recurring payments. To setup your recurring payments, log into your account and then click the Pay Assessments Link. On the Pay Assessments page, you can choose to set up your recurring payments for eChecks or Credit Card by clicking on the New Recurring eCheck or New Recurring Credit Card link. There is an eCheck processing fee of \$1.99 per payment and a credit/debit card processing fee of 3.25% of the payment amount applied when making online payments.

Our Website

Homestead Property Management has a very robust website that can be used to make payments, submit Modification Requests, or to submit a Maintenance Request. Our Homestead website is noted below.

Homesteadpm.cincwebaxis.com

On your first visit to the website, you will need to register. Simply click on the “REGISTER” button and complete the information required. Once your registration request is validated by Homestead Property Management, you will receive an email with a link to set your password. You will then have full access to the website. This Website has been designed to allow you the convenience of making your payments online and accessing your account information.

Our website also affords you the opportunity to take advantage of the following services:

1. **Account Information:** Once you have logged into your account, you can access your account history and balance information by clicking on the Account Information link on the left side of your screen. **Please make sure you provide us an EMAIL ADDRESS when you do so.**
2. **Maintenance Requests / Work Orders:** Once you have logged into your account, you can also submit work orders and check on their status by clicking the Work Order link on the left side of your screen. Items that might be included are damaged sprinkler heads, incomplete lawn mowing, etc.
3. **ACC/ Modification Requests:** Once you have logged into your account, you can also submit Modification Requests and check on their status by clicking the ACC Request (Architectural Change Control Request) link on the left side of your screen. This is comparable to the old Mod Request process however it is expedited by having the form available online, and as a homeowner you can view the status of it during the review process.

In Addition, for those with smartphones or tablets, Homestead Property Management has a new Homeowner and Board App! Now you can conveniently access your account via a mobile app. You will be able to:

- View and Update Account Information
- Make Online Payments
- View Association Documents
- Submit Architectural Requests
- View your Community Calendar
- And Keep Up with News about your Community

Please download the anytime **Homestead PM Homeowner App** for free. Our app is available in both the Apple Store for Apple devices and the Google Play Store for Android devices.

Please let us know if you have any questions , we can be reached at 248-994-2232 or info@homesteadpm.com.

Once again **THANK YOU** for hiring us and we are committed to your continued success!

Sincerely,

Homestead Property Management