Dear Meadowmoore Civic Association Resident,

We appreciate the opportunity which your Board of Directors has given to us to be your property manager. We hope that this letter will serve to answer any questions you may have about the role of your Association and Onyx Realty. Effective April 1, 2023, Onyx Realty will be taking over the role of property manager.

THE ASSOCIATION'S ROLE

An Association is defined as an entity composed of residents within a particular area whose principal purpose is to ensure the health, safety and wellbeing of community facilities and enforcement of the various covenants and restrictions.

The Association was put in place by the developer to benefit the residents within the community by:

- Ensuring that all properties are in compliance with the deed restrictions, bylaws, rules, and regulations.
- Preserving and maintaining the property and improvements,
- Fostering community spirit by sponsoring events that bring the community together.

THE MANAGER'S ROLE

The Board of Directors hired Onyx Realty to assist in the day-to-day operations of the Association. This allows the Board of Directors to focus on the "big picture" items in the community.

Onyx Realty is responsible for a variety of property management and other support functions, including:

- The collection of assessments from homeowners,
- The coordination of competitive bidding of services which are needed to maintain the common property,
- The administration and monitoring of various services provided to the Association by vendors,
- The financial bookkeeping functions, such as depositing assessments, paying bills, preparing monthly reports to account for all income and expenses, and monitoring actual financial activity to budgeted projections,
- Assisting the architectural review committee or Board of Directors with the approval and denial of architectural modification requests.

MANAGER'S ASSOCIATION INSPECTIONS – Onyx Realty will be visiting your community on a routine basis. During these visits, we may be driving and/or walking around, inspecting, and monitoring the work of vendors, such as lawn care providers and maintenance work that has been completed by other vendors contracted by the Association. We ask for your understanding when we are performing this part of our responsibilities.

ONLINE OWNER PORTAL

To further assist the residents who reside in the communities we manage, we utilize both a website and an owner portal intended to be a more secure, user-friendly resource for owners.

Inside the owner portal, which can be accessed through our website at www.OnyxRealty.net you will find the following features:

- Account Information, Balance, and Online Payment
- Document Library, including Governing Documents, Board Meeting Minutes, and Financial Reports for the Community
- Policies and Procedures of the Association

To access your AppFolio account, we will need an email address on file. If we already have an email, you will receive an invitation on/before April 1, 2023. If not, please email Onyx Realty at JJohnson@OnyxRealty.Net and we will send the link directly to you.

ASSOCIATION ASSESSMENTS:

Assessments are a deeded responsibility. You can mail a check to the address below or use your bank's online bill pay service, or you can make a payment from your owner's portal for free. Mail assessment payments to our offices which are located at:

Meadowmoore Civic Association
c/o Onyx Realty
1500 Brice Road
Reynoldsburg Ohio 43068

We are excited to be a part of the community and look forward to working with you to make your community great. If you have any questions, concerns, or comments, or if you would like to volunteer to help the Association, please feel free to contact me at any time.

Sincerely,

Jennifer Johnson
Onyx Realty
614-856-3770 - Office
JJohnson@OnyxRealty.net

Onyx Realty

Property Management

Did You Know You Can Pay Your Assessments Online?

Onyx Realty offers a convenient way for you to pay your assessments online via the secure Online Portal.



Secure
Online payments are encrypted using bank-grade security.



Fast
Your charges are immediately marked as paid.



Convenient
You can pay your assessments from anywhere with your mobile device.



Flexible
Choose the method that best fits your needs.

We offer you the following payment options:

ECheck (100% free to you!)
Enter your routing and account numbers in your secure Online Portal to pay assessments or any other charge directly from your checking or savings account.

Credit or Debit Card
Use your debit or credit card to pay assessments through the secure Online Portal. (An online convenience fee applies and is based on your monthly rent charges.)

Electronic Cash Payments
If you choose this method, we will provide you with a reusable PaySlip that you can use at 7-Eleven or Ace Cash Express to pay your assessments in cash (a $3.99 transaction fee applies; $1,500 maximum per transaction).

How to get started:

1. Contact Onyx Realty to request access to your Online Portal. Please include your first and last name.
2. You will receive an email with a link to your personal, secure Online Portal.
3. Create a password and start paying right away!

Website Link- https://www.appfolio.com/help/owner-portal

1500 BRICE ROAD, REYNOLDSBURG, OH 43068
PHONE: (614) 856-3770

Activate Your Account Online

- You'll receive an Online Portal Activation email or text message from your property management company. Click **Activate Now** in the email, or tap the **link** in the text message to establish a strong password to activate your portal.
- You can also self sign up for the Online Portal at **https://Your-Property-Managers-Account-Name.appfolio.com/connect**. Click **Request access to the portal** and input your information.
- Bookmark, create a shortcut icon for the login page or download the mobile app so it is easy to return at any time.
- You will receive a confirmation email once your portal is activated.

It's time to join your community online!

You're invited to set up your Online Portal – a fast, easy, and secure way to stay in the loop and get access to convenient tools:

- Request architectural reviews – *Get approval on changes to your home.*
- Review shared documents – *Easily pull up the information you need.*
- Make payments – *Avoid late fees by setting up automatic payments.*
- Submit maintenance requests – *Quickly file requests and track their status.*
- Access from any device – *Stay connected with the Online Portal mobile app.*

Activate Now

paperless, no trees harmed

