

To: Dodd Marsh Highlands Townhome Association

Re: Management Company Information

We want to take a moment to introduce ourselves. We are **Premier Association Management**. We provide the administrative/management services for Dodd Marsh Highlands Townhome Association.

To ensure that we have the most current contact information for each Homeowner, please fill out the enclosed "Homeowner Contact Information" document and return it by email (Accounting@PremierAM.com) or drop the form off at Marshall Wilson's (Treasurer) home - 19054 Inca Ave, Lakeville, MN 55044 **by 7/15/25**. Premier Association Management uses email to ensure timely communication of pertinent information. Please include a valid e-mail address on your contact form. ***If you want to sign up for ACH, please return the included form (along with a blank voided check) by 7/20/25*** - email (Accounting@PremierAM.com) or drop the form off at Marshall Wilson's (Treasurer) home - 19054 Inca Ave, Lakeville, MN 55044.

Premier Association Management Contact Information: Your Property Managers are Kimberly G. & Desiree S.

Premier Association Management
1120 South 2nd St #416
Minneapolis, MN 55415

Phone: 952-683-9400
Fax: 612-416-1644
Email: office@PremierAM.com

For account or ACH information, please contact Accounting@PremierAM.com or 952-683-9400.

For payments to the Association, including Monthly Association Dues, please make payments to the order of Dodd Marsh Highlands Townhome Association (***do not make payments to Premier Association Management***) and mail to:

Dodd Marsh Highlands Townhome Association
c/o Premier Association Management
1120 South 2nd St #416
Minneapolis, MN 55415

Paying your Association Dues: USPS is not consistent. The issues range from delayed mail, lost mail, and returned mail (even though the address was correct). If you do not want to enroll in ACH and prefer to personally mail payments or send payments through your bank account (which are mailed), then here are some items to note.

- ***Paying your Association Dues for the month of July.***
 - ***If you pay by ACH/AutoPay*** – No action is needed. This will be shut down after the July Pull. You will need to sign up for Premier Association Management's ACH/AutoPay program by 7/20/25 for your August payment.
 - ***If you pay by writing a personal check*** – drop your payment off Marshall Wilson's (Treasurer) home - 19054 Inca Ave, Lakeville, MN 55044.

- ***If you pay through your banks bill pay*** – Make sure payment is made to Dodd Marsh Highlands Townhome Association and change address to 1120 South 2nd St #416, Minneapolis, MN 55415.
- Your Association Dues are due on the 1st of the month. Payments not received at the office by the 15th of the month incur a Late Fee. Accounts that are 60 days delinquent are turned over to Legal for Collection/Foreclosure process. This process incurs additional fees.
- We do not send monthly statements. You need to track the payment of your Association Fees. Statements are only sent around the 15th of the month to those accounts with a balance (credit or outstanding balance due). We provide an annual Coupon Sheet to assist with this process.
- Payment Options:
 - ACH (***preferred method of payment***): There is no charge for this service. Your association dues are pulled from your checking account on the 3rd of each month (or next business day if on a weekend or holiday).
 - Check/Bank Check: Please note Association Dues are due on the 1st of the month, and late fees are assessed on the 15th. Payments must be received by the office by the 15th to avoid a Late Fee. Mail can take two days or two weeks, so allow plenty of mail time. Bank Checks can take longer depending on the location of the mailing facility. Some banks do not necessarily mail the checks on the day they cut the check (Wells Fargo).
 - Zego – Zego is a 3rd option for those that do not want to sign up for ACH and want to avoid mailing payments. This is a 3rd party vendor that charges fees for their services. Zego allows you to pay by phone, bank payment or Credit Card. The amount of the fee is determined by the payment method. Please note that once you make a payment, it generally takes two to three business days for the funds to reach the office. To avoid Late Fees, allow extra time for processing, and account for weekends and holidays. You can reach Zego through Payments.GoZego.com or PremierAM.com. You need to sign up for an account prior to using Zego.
- Address for mailing is noted below. Do not write “S” to close to 2nd or it looks like 52nd - it is best to write out “South”. You can use Dodd Marsh Highlands Townhome Association, Premier Association Management or Dodd Marsh Highlands Townhome Association c/o Premier Association Management. They all work.
1120 South 2nd St. #416
Minneapolis, MN 55415
- USPS has told Premier Association Management that the only way to determine the source of the problem is if mail is sent using a tracking service (do not require a signature).
- How to know if there is a problem:
 - Payments are applied to accounts the day they are received. Deposits are made once per week. If mail is taking long and if P.A.M. receives your payment on the early side of the deposit cycle, it could take 2 weeks for a check to clear your bank. If your payment has not cleared your account in two weeks, there may be

a problem. You can start by emailing Accounting@PremierAM.com to see if payment has been received or call 952.683.9400.

- P.A.M. sends a statement of account balance to any account with a credit or balance due. This statement is sent mid-month. Please check your email frequently. Please make sure you check your Junk/Spam folder frequently. If P.A.M.'s emails (@PremierAM.com) are going to Junk/Spam, please adjust the rules/Junk preferences so @PremierAM.com is on your "safe" list. Review the attached statement to make sure you agree with the balance. For questions, reply to the email. If your preference is set to mail, it can take a lot longer to realize there are issues.
- USPS issues have created a lot more work for the P.A.M. team and we appreciate your understanding that this is not in our control. It is always the goal of P.A.M. to notify owners of late payments and work to a resolution. If you receive a Statement of Account Balance by email, please think of it as an alert to a possible problem. We have no way to know if your payment is lost or if there are financial issues impacting your household. We can work toward waiving late fees in instances where there is an obvious problem with the Post Office. We can also work toward payment plans for past due balances.

Premier Association Management is responsible for the following:

- Bill / Collect Monthly Association Fees: You will not receive a monthly statement UNLESS your account shows a credit balance or a past due balance. Additional association information may also be sent with the statement or in an additional email, so please read all correspondence.
- Solicit contracts for the Board's review & decision.
- Newsletters (if applicable).
- Payment of Association bills.
- Prepare financial statements, budgets, and communicate financial status to the Board.
- Report all homeowner's concerns and questions monthly to the board for proper action. This includes exterior maintenance requests.
- Provide closing statement information to the Homeowner, Closers and Title Company. To receive information timely for the selling of your home, you must contact Premier Association Management **before** listing.
- Arranging those Exterior maintenance repairs that are Association responsibilities.
- Coordinating with contractors and communicating expectations.

Feel free to contact us with any questions that you might have.

Sincerely,

Kimberly & Desiree

Premier Association Management

Dodd Marsh Highlands Townhome Association Homeowner Contact Information

***Note: This contact information form is strictly confidential; for office use only.
This information is not shared outside the Premier Association Management office
(other than with the Board of Directors).***

Premier Association Management would like to have current contact information for all homeowners. We will be sending out vital information via email regarding weather notifications, association news updates, meeting dates, etc. Please fill this out at your earliest convenience and return to Premier Association Management - office@PremierAM.com or mail to Premier Association Management 1120 South 2nd St #416, Minneapolis, MN 55415. ***It is critical we have the most updated contact information on file.***

Homeowner Information:

Homeowner(s): _____

**please include*

middle initial _____

Unit Address:

Billing Address (if different):

Phone: _____

Secondary: _____

(Circle One) Mobile Home Work

Mobile Home Work

Who's phone # _____

Who's phone # _____

Email(s): _____

Emergency Contacts:

Name: _____

Name: _____

Phone: _____

Phone: _____

Email: _____

Email: _____

Yes ☐ No ☐ - ***Should the association publish a homeowner's list, I am authorizing this information to be posted.***

Dodd Marsh Highlands Townhome Association

c/o Premier Association Management

1120 South 2nd St #416

Minneapolis, MN 55415

Dear Homeowner,

Premier Association Management offers ACH services to homeowners, which will allow for you to have Premier Association Management automatically withdraw your association dues on/around the 3rd of each month.

If you are interested in this service, please complete the attached form, and return it **along with a voided blank check** to the Premier Association Management office. Forms may be emailed (Accounting@PremierAM.com) or mailed. Forms need to be received by the 20th of the month to be in effect for the 1st of the following month. This service only withdraws monthly dues. Late fees, fines, legal, etc. will all be billed and collected separately. Those homeowners enlisting in ACH services will not be sent a monthly statement unless you have an outstanding balance.

Please call the Premier Association Management office with any questions.

Thank you.

Premier Association Management

952-683-9400

Accounting@PremierAM.com

www.PremierAm.com

*****This form MUST be accompanied by a Voided Check or picture of a Voided Check.*****

Your Name: _____
 Your Association Address: _____
 City: _____ State: _____ Zip: _____
 Phone: _____

Bank Name: _____
Bank Address (City, State, Zip): _____

I authorize Premier Association Management and the financial institution named above to initiate withdrawals from my financial account. **Withdrawals will only include monthly recurring charges and will not include miscellaneous charges, late fees, and legal fees.** This authority will remain in effect until I notify you in writing that it be canceled.

Print Name _____

This form must be received at the Premier Association Management office by the 20th of the month to be effective for payment of the next month's dues; this includes additions, deletions, or changes.

**Dodd Marsh Highlands Townhome Association
Renter Contact Information**

Note: This contact information form is strictly confidential; for office use only.

Please complete the form below as renters and landlords are required to provide updated information. This is beneficial so that Premier Association Management, the management company, can send out vital information via email regarding weather notifications association news updates, meeting dates, etc. Please fill it out at your earliest convenience and return to Premier Association Management - Office@PremierAM.com or mail to Premier Association Management 1120 South 2nd St #416, Minneapolis, MN 55415.

****** Important: Please include a copy of your current lease.***

Owner Name: _____

Owner Address: _____

Renter Information:

Renter Name(s) _____

*please include Middle initial

Phone: _____

(Circle One) Mobile Home Work

Secondary: _____

Mobile Home Work

Email Address(es): _____

Emergency Contacts:

Renter

Name: _____

Phone: _____

Email: _____

Owner

Name: _____

Phone: _____

Email: _____