



VOU News for You

VOUCA Management Newsletter/January 14, 2019

Assessment Updates

The VOU assessment rates for 2019 are not changed from 2018. The general assessment is \$101 per month; the surcharge for townhouses and condominiums is \$10 additional. Residents of the new Boxwood Villa section pay a third component of \$25 per month for additional services.

The office has received a number of inquiries about suspending late fees for furloughed government employees. Late fees are never charged for January, so with any luck, the issue will be moot! But in the event the government shutdown persists, the question of suspending late fees will be considered by the board at their next meeting, so that while federal employees would still have to pay the assessments, late fees would be waived during the government shut-down. We will publish the board's decision after the January 29 meeting.

As you may be aware, the VOU recently changed banks. There was apparently confusion about what kind of payment mechanism constituted "auto-debit." Under the auto-debit concept, homeowners give the VOU authority to request and receive payment from the homeowner's bank. Another type of payment is called on-line banking. This is where the homeowner authorizes the payment to go to the VOU – but it is not auto-debit. For those residents who use the auto-debit feature, no further action was required when the VOU changed banks. Approximately 200 homeowners use on-line banking and did not update the payment information to reflect the new bank. We are working to contact these owners individually to explain the problem and the solution.

Important Information Regarding Assessment Payments By Check and On-line Bank Bill Pay

Effective January 1, 2019, Community Association Services (CAS), your Association's management company, is changing their banking relationship to Pacific Premier Bank. This means there is a new lockbox address in which to mail or direct your association assessment payments. Please see below for instructions.

Using Your Personal Bank's Online Bill Pay System:

How does it work?

Set up payment to the association through your own bank's bill pay system.

What do you need to do?

If you are currently using Online Bill Pay from your bank, please **DELETE the payment record and set it up as a new payment** with the New Jersey post office box address listed on the invoice coupon and below. **DO NOT** just edit/change the address on your current payer, as doing so could cause your payment to be mis-routed or returned to you. Again, please delete and set up a new record.

Should you have any questions about making payment by check or online bank bill pay, please contact your Community Manager. If you have questions about accounting matters other than making payment to the new

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MONTH AT A GLANCE

January 15

10:30-11:30 AM - Winter Wiggles for Preschoolers

January 16

1:30 PM - Design Review Committee Meeting
6 PM - Social Committee Meeting

January 21

The Management Office will be closed in observance of Martin Luther King Jr. Day. There is no change to the trash schedule.

January 28

1:30 PM - Kids Crafternoon
7:00 PM - Finance Committee Meeting

January 29

6:30 PM - Board of Directors Meeting

February 4

7:00 PM - Pools and Outdoor Recreation Committee Meeting

February 9

3 or 6 PM - Little Sweethearts Ball

QUESTIONS? CONCERNS? CONTACT US

On-site Office: 9023 Harris St.

Frederick, MD 21704

Phone: 301-831-4810

Email: services@villagesofurbana.net

Office Hours: 10 AM- 4 PM

General Manager: Aimee Winegar

Assistant Managers: Stephanie

Turner and Lydia Gettys

COMMUNITY SCOOP

Management Office Closed January 21

The Management Office is closed on Monday, January 21 for MLK Day – there is no change to trash or recycling schedules.

VOU Snow Plan

The Villages of Urbana has a detailed snow plan. To view it, please visit the website under Resources>Landscaping, Trash & Snow Removal. Please remember that streets with green street signs are county roads and are cleared by Frederick County. To contact Frederick County Highway Operations, please call 301-600-1564.

Streets with white street signs are plowed by the Association's contractor. For more information, call the management office at 301-831-4810.

All alleys and streets with white street signs are maintained by the Villages of Urbana.

WHOM DO YOU CALL?

Frederick County Sheriff's Office
Non-Emergency Number: 301-600-2071
Washington Gas: 800-752-7520
Allegheny Power: 800-255-3443
Frederick County Water and Sewer:
301-600-2187 M-F; 301-600-2194 after
hours and holidays
VOU After Hours Emergency:
888-788-2678

address, please contact the CAS accounting department at (301) 840-1800 or (800) 883-0799, extension 31.

Community Association Services, Inc.
New Assessment Remittance Address
PO Box 11973
Newark, NJ 07101-4973

If you pay by personal check, use the detachable coupon provided on the bottom of the invoice. Mail your payment coupon and check, **payable to your association**, in the enclosed remittance envelope to the New Jersey payment address listed on the invoice coupon and above. Please note your account number, found on the invoice, on the memo line on your check.

The Villages of Urbana
invites children, ages 5-12,
along with an adult partner to

Little Sweethearts Ball

Saturday, February 9, 2019
You may choose from one of two time slots to attend:
Early Ball from 3 - 5 p.m.
OR Late Ball from 6 - 8 p.m.
Natelli Community Center
9023 Harris Street

Come dance either the afternoon or evening away
with a DJ and dance contests. There will also be
a raffle with fun prizes.

*P.S. RSVP by February 4th on <https://www.nabnnetwork.com>, or to services@villagesofurbana.net.
If emailing, kindly include which time you have chosen to attend, your VOU address,
and number that will be coming.*

All VOU Elementary School Children,
Ages 6-12 are invited to a

KIDS CRAFTERNOON CELEBRATING CHINESE NEW YEAR

When: Monday, January 28, 1:30-3 PM
Where: Natelli Community Center
9023 Harris Street

JOIN US FOR CRAFTS,
GAMES, AND SNACKS
TO BRING THE NEW YEAR
IN WITH A BANG!

