



Assessment Payments – Ensuring Your Payment Amount is Correct

The new assessment amounts become effective January 1, 2026. Please ensure your payment system reflects the correct assessment amount **before** January 1. For those who make payments through their personal bank bill pay, please adjust the payment amount accordingly to ensure timely and complete payments. If you are enrolled in monthly direct debit payments using ClickPay, confirm that your payment amount is updated to reflect the 2026 assessment rate or set your account to automatically pay the balance in full, which will accommodate any future adjustments in assessments. It is common for owners to overlook updating their payment amounts when new assessment rates are implemented, leading to an accumulated outstanding balance and potential late fees over time. If your account is set to pay a specific amount, only you can update it for the 2026 rate, and this must be done prior to January 1, 2026.

Assessment coupons will be sent to all owners at the address on record with FirstService Residential who are not enrolled in ClickPay recurring payments. If you do not receive your coupons by December 15, 2025, please contact the Customer Care Call Center at 800-870-0010 or email ar.help@fsresidential.com. For those enrolled in ClickPay Auto Pay through FirstService Residential, a coupon booklet will not be sent, and the assessments will be automatically deducted from your account.

Owners have the option to make secure and convenient payments online through ClickPay. Payments can be made via e-Check or by Credit/Debit Card for one-time payments or to set up automatic payments, helping to prevent missed or late payments and the associated late fees charged by the Association. To use ClickPay for online assessment payments or to enroll in automatic payments, please visit ClickPay.com/FirstService and create an account using the account number provided on your payment coupon. For assistance with ClickPay, please call 888-354-0135 (option 1). If you choose the option to always pay the full balance, you will not need to manually update your payment amount when assessments change in the future.

For General questions about your account, please contact FirstService Residential at ar.help@fsresidential.com or 800-870-0010.