



# Associa® C-ERA Property Management & Realty

January 1st, 2025

Dear Owner(s):

**Re: Property Management Services – King’s Heights Homeowner’s Association**

Welcome to **C-ERA Property Management & Realty!** C-ERA Property Management & Realty will be providing the property management services for your Association **starting January 1<sup>st</sup>, 2025.**

Address: Suite B, 6010 – 12 Street SE, Calgary, AB T2H 2X2.

Main Phone: 403-266-0240

*(Don't hesitate to give us a call, An agent will assist you with any questions regarding the property management transition, payment process, town Sq sign in and much more...)*

Website: [www.cerapm.ca](http://www.cerapm.ca)

E-mail for HOA fee payment forms and questions: [AccountingAdmin@cerapm.com](mailto:AccountingAdmin@cerapm.com)

E-mail for general documents (i.e., Owner Information Form): [admin@cerapm.com](mailto:admin@cerapm.com)

Annual HOA fees: The Association’s budget year is January 1 to December 31 and owners have until March 31 to make payment. After that time the fees will be considered in arrears and interest will be charged at 16%/annum. The annual HOA fees for 2025 will remain at \$84.00/year/home.

**Payment Options:**

1. Preferred Option: Pre-authorized payment: To set-up a new pre-authorized payment we must receive your completed form by the 20<sup>th</sup> of the month.
2. Payment by credit card through TownSq (fees apply). TownSq registration information is enclosed in this package.
  - i .Log in to TownSq
  - ii. Select your account from the top right of the screen
  - iii. Select “Make a payment” on the right-hand side of the screen
  - iv. Follow the instructions to enter your credit card.
3. Send an e-Transfer to [kingsheightshoa@cerapm.com](mailto:kingsheightshoa@cerapm.com)
4. This address is set up for auto-deposit. In the comment / note section of the e-transfer, include your name and your mailing address (including postal code) or your 11-digit account number to ensure your payment is applied to the correct unit.
4. Send payment by cheque to our office (make cheque payable to “King’s Heights HOA”)

**Forms:** An Owner Information form is enclosed, which we ask that you complete and return to our office at your earliest convenience, so we can ensure our records are accurately updated.

**TownSq:** Be sure to register for TownSq (see the enclosed flyer for registration instructions). This is your preferred communication method for your association. On TownSq you can get up-to-date community news and events, manage your HOA fee account, download forms, or communicate with neighbors, managers, and board members.



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Should you have any questions or concerns please feel free to contact me.

Yours truly,  
Agent for **King's Heights Homeowner's Association**

**Tom Young**  
Branch President  
C-Era Property Management & Realty

**OWNER INFORMATION**

Please Print Clearly

Property Name: King's Heights HOA

Property Address: \_\_\_\_\_

**Owner #1:**

Owner's Name: \_\_\_\_\_

Email Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Owner Mailing Address, if not living on site:

\_\_\_\_\_  
 \_\_\_\_\_

**Owner #2:**

Owner's Name: \_\_\_\_\_

Email Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Owner Mailing Address, if not living on site:

\_\_\_\_\_  
 \_\_\_\_\_

I/we understand that the information in this document will be used by the Community Manager, Site Manager (if any) and the Board of Directors for the management of the Association. In accordance with the Personal Information Protection Act (PIPA), I consent to this use of the information provided.

By providing a completed copy of this form to C-Era Property Management & Realty – An Associa Company, I acknowledge my understanding and consent of the above statements.

\_\_\_\_\_  
 Owner 1 Name (print)                      Signature                      Date

\_\_\_\_\_  
 Owner 2 Name (print)                      Signature                      Date

**Please complete and return form via e-mail to [admin@cerapm.com](mailto:admin@cerapm.com) or mail to the address below.**

**Pre-Authorized Debit (PAD) Agreement**

**1. Customer Information (Please Print Clearly)**

Name: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_

Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Telephone Number: \_\_\_\_\_ E-mail Address: \_\_\_\_\_

Name of Association: \_\_\_\_\_ Civic Unit #: \_\_\_\_\_

Association Fee: \$ \_\_\_\_\_ Start Date: \_\_\_\_\_

**2. Bank Account Information: Attach a void cheque or Bank Authorization Form**

**3. Pre-Authorized Debit (PAD) Details:**

You, the Payor, authorize C-Era Property Management & Realty, in trust for, \_\_\_\_\_  
\_\_\_\_\_ [fill in the name of your Association here] (*the Payee*) to debit the bank account provided by the Payor for regular monthly/annual (circle) fees as determined by the Board of the Association. Where specifically authorized in writing, this bank account may also be debited for one-time payments as determined by the Board of the Association.

These services are for (check one):  Personal  Business

Regular Association fees will be debited on the first day of the month (or on the next business day).

One-time payments (if any) will be debited on the first day of the month (or on the next business day) following notification from the Payee. The Payee will provide the Payor with at least ten (10) days written notification of the one-time payment.

Adjustments may be made to this Agreement such that the amount of the regular Association fees may be increased or decreased as stated in the Association's annual budget. In the event of such an adjustment, the Payee will provide the Payor with at least ten (10) days written notification of the change in the pre-authorized amount.

A \$50 NSF fee will be charged for any pre-authorized debit that does not clear the bank due to insufficient funds or caused because the Payee was not notified of a change in the Payor's bank account information.

You, the Payor will inform the Payee in writing of any changes to the account information provided.



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You, the Payor, may revoke your authorization at any time by providing thirty (30) days written notice by e-mail, fax or mail to the offices of C-Era Property Management & Realty. To obtain a sample cancellation form or for more information on your right to cancel a PAD Agreement, contact your financial institution or visit [www.cdnpay.ca](http://www.cdnpay.ca).

You, the Payor, have certain recourse rights if any debit does not comply with this agreement. For example, you have the right to receive reimbursement for any debit that is not authorized or is not consistent with this PAD Agreement. To obtain more information on your recourse rights, contact your financial institution or visit [www.cdnpay.ca](http://www.cdnpay.ca).

**PLEASE NOTE THAT YOU MUST INITIAL THE FOLLOWING PRE-NOTIFICATION ADVICE WAIVER, OR WE WILL BE UNABLE TO PROCESS YOUR PAYMENTS.**

**Pre-notification advice waiver**

By initialing here \_\_\_\_\_ you, the Payor agree that the standard pre-notification required ten (10) days prior to each debit of the regular association fee is hereby waived. Pre-notification will only be required ten (10) days before the first debit of the regular association fee if the fees change and/or in the event of one-time payments.

**Signature of Account Holder:**

\_\_\_\_\_

**Name:** \_\_\_\_\_  
(print name)

**Date:** \_\_\_\_\_

**Signature of Joint Account Holder  
(if applicable):**

\_\_\_\_\_

**Name:** \_\_\_\_\_  
(print name)

**Date:** \_\_\_\_\_

When the form is complete, please e-mail to [accountingadmin@cerapm.com](mailto:accountingadmin@cerapm.com) or fax/mail using the information below. ***accountingadmin@cerapm.com***

This completed form must be received by 4:00 pm on the 20<sup>th</sup> of the month in order for the PAD to be processed for the 1<sup>st</sup> of the following month.

**ATTACH VOID CHEQUE HERE**



December 23, 2024

**Kindly call the office at 403-266-0240 to obtain your Account Number and Postal Code.**

Town Square is your on-line portal to:

- Easily communicate with neighbors, managers, and board members.
- Manage your condo fee account.
- Access your condominium documents.
- Get up-to-date community news and events.

## REGISTER FREE TODAY FOR



### Ready to join TownSq?

Your account is already set up and ready to use,

1. Go to <https://app.townsq.io/associa/signup> and Register online using your account ID and postal code *(To register, please use a **web browser** via phone, tablet, or computer)*
2. Login
3. Download the app *on your phone* to start experiencing community your way!
4. Please note if you **own multiple units** at one property, you **MUST** sign up for each unit (therefore you will have multiple accounts in TownSq)

This the information you will need to register:

**Account Number**

**Postal Code**

Please do not hesitate to reach out with any questions to [support@townsq.io](mailto:support@townsq.io).

Regards,

*The Associa Calgary Team*

\*Disclaimer: Town Square is not to be used for **emergency matters**, please call  
**AFTER HOURS EMERGENCY DISPATCH: 403-266-0240 ext. 9** for immediate assistance

