



Abaris Realty
7811 Montrose Road
Suite: 110
Potomac, MD 20854



NEW MANAGEMENT FOR MILESTONE HOMEOWNERS ASSOCIATION!

March 10, 2023

Dear Milestone HOA Homeowners,

I am pleased and proud to announce that Abaris Realty has been selected by the Milestone HOA Board of Directors to serve as the community's full-service Management Agent effective April 1, 2023. I will represent Abaris as your Community Manager and my contact information is listed below. My entire team and I are eager to apply our vast knowledge and decades of professional community management expertise in managing your beautiful community!

OFFICE HOURS AND CONTACT INFORMATION

Our main offices are open from 9:00 a.m. to 5:00 p.m., Monday through Friday. In case of any after-hours emergencies, we can be reached 24-hours a day, 7 days a week by our office answering service. The phone number to both our main office and our after-hours emergency service line is 301-468-8919. You will always reach a live person when you call our office, even when you call for after-hours emergencies.

Our mailing address is:
7811 Montrose Road, Suite 110
Potomac, MD 20854

Community Manager:
Shireen Ambush
sambush@abarisrealty.com

Contact Information is:
Phone: 301-468-8919
Fax: 301-468-0983

Assistant Property Managers:
Henry Leung
hleung@abarisrealty.com

Our website address is:
www.abarisrealty.com

Kaitlyn Ambush
kambush@abarisrealty.com

PAYING YOUR MONTHLY ASSESSMENT FEES & ELECTRONIC BILLING

Attached is a memo explaining how to pay your monthly HOA fees through our lockbox payment processor, ClickPay and how to sign up to receive your monthly billing invoices via e-mail. Homeowners have the flexibility to set up a one-time payment or recurring payments through ClickPay. Abaris does not offer automatic debit service so for owners who wish to set up automatic recurring payments, they will have to register through ClickPay. Please note that e-check/ACH (routing and bank account numbers) is free, while payment by credit card has a 2.95% process fee and payment by debit card has a \$9.95 per transaction processing fee. Payments submitted through e-check/ACH will be posted to your account the next business day, while payments submitted through credit/debit cards can take up to 5 business days to post.

- **BILLING STATEMENT:** Around late March, you will receive an itemized billing statement for the April monthly HOA fee. Going forward, homeowners will be mailed an itemized billing statement from Abaris Realty at the beginning of the month. Monthly statements are effective reminders and have shown to reduce delinquencies and collection costs. You can sign up for free e-statements that helps environmental sustainability, eliminates coupons and saves costs.

For all billing inquiries and e-billing sign up, please email our Billing Department at billingdept@abarisrealty.com

YOUR ACCOUNT BALANCE: Any prior assessment balances and credits from the prior management company will be reflected on your May 2023 billing statement. Please call or email for balance issues.

IMPORTANT ACCOUNT INFORMATION: Please wait for your monthly billing statement to arrive in late March which will reflect your 9-digit account number that is needed to register on ClickPay

- ***AUTOPAY:*** If you have autopay set up through IKO with ClickPay, it will be automatically transferred over to Abaris and no action is necessary.
- ***BANK BILL PAY:*** If you pay your assessment fees through your bank's bill payer service, please make sure to update the payment mailing address to the P. O. Box address in the enclosed memo before making your April assessment fee payment.
- ***CHECK PAYMENTS:*** Please place your check, made payable to Milestone HOA, along with the remittance portion of your itemized billing statement and send it in the return envelope provided. Please write your account number on the check for reference.

RESIDENT INFORMATION FORM

Enclosed you will find a Resident Information Form, which we request that you complete and return to Abaris Realty as soon as possible by fax, mail, or email to sambush@abarisrealty.com

THANK YOU!

If you should have any questions on any matters relating to your community, please feel free to contact me or any member of my team. On behalf of the entire family here at Abaris Realty, I look forward to working with you and serving the needs of your beautiful community for many years to come!

Sincerely,



Shireen Ambush, CPM, PCAM
Executive Vice President

MILESTONE HOMEOWNERS ASSOCIATION
Homeowner/Resident Information Form

(Please print all information)

PRIVACY POLICY: Please note, the information provided below is confidential and will not be shared with any third party and will be kept on file at management's office for us to contact you in cases of emergency. Thank you for your understanding and cooperation.

1. Homeowner/Resident Information

Address: _____

Owner Name: _____ Co-Owner Name _____

Home Phone: _____ Work Phone: _____ Co-Owner Work Phone _____

Email: _____ Co-Owner Email: _____

Is your home rented? Yes No

Tenant Name: _____ Co-Tenant Name _____

Tenant Cell Phone: _____ Co-Tenant Cell _____

Tenant Email: _____ Co-Tenant Email Address: _____

Mailing Address (if different from above):

2. Pet Information (e.g., cat, dog):

Type _____ Breed: _____ Weight: _____

Type _____ Breed: _____ Weight: _____

3. Emergency Contact:

Name: _____ Relationship: _____

Home Phone: _____ Mobile Phone: _____

*Does this person have a key to your home? yes no

Please return this form as soon as possible to Abaris Realty via mail to 7811 Montrose Road, Suite 110, Potomac, MD 20854, via fax to 301-468-0983, or via email to sambush@abarisrealty.com.

Homeowner Signature _____

Date _____



Owner Notice

IMPORTANT PAYMENT CHANGES

As the new managing agent for The Milestone Homeowners Association, please review the following important changes being made to the way your dues payments and miscellaneous charges are accepted moving forward.

ONLINE PAYMENTS

We are happy to continue providing you with the ability to pay your fees online through ClickPay. Payments can continue to be made online by major credit and debit card for a fee or by e-check (ACH) from a bank account at no cost to you.

Important:

- Existing ClickPay accounts will be switched over to us on 04/01/2023.
- If you are enrolled in automatic payments through ClickPay, your payment will continue to run automatically, and no action is necessary.
- If your payment is scheduled outside of our payment date range of the 2nd – 10th it will be automatically moved to the 2nd.
- Payments made by debit or credit card will incur a service fee of 2.95%. E-Check (ACH) payments can be made at no cost to you.

To access your existing account or if you aren't already taking advantage of this convenient way to pay and would like to sign up, visit our payment portal at the link below:

www.clickpay.com/abaris

1. Click **Register** and then create your online profile with ClickPay
2. **Connect Your Property** using the 9-digit account number on your statement
3. Set up **Automatic Payments** or click **Pay Now** to make one-time payments

For help with your account, visit ClickPay's support center at **www.clickpay.com/help** for access to FAQs, step-by-step walkthroughs, email and live chat or call 1.800.533.7901 (option 1).

MAILING ADDRESS FOR PAYMENTS

If you pay by check or money order, please mail your payments to the address below moving forward. If you pay through your bank's Online Bill Pay feature, please log in to your online banking account and update the payee's address as listed below:

**The Milestone HOA
P.O. Box 30347
Tampa, FL 33630**

Checks should be made payable to the association name listed on your statement. Include the remittance slip with your payments and make sure to include your **NEW 9-digit account number** found on your statement in the notes section of your check or your Online Bill Pay settings. Please contact our billing department with any questions at billingdept@abarisrealty.com.



Abaris Realty, Inc.

7811 Montrose Road, Suite 110, Potomac, MD 20854
301-468-8919 • Fax: 301-468-0983
Web Site: www.abarisrealty.com

Excellence
Since 1975

Electronic Billing Opt-In

Homeowners can sign up to receive the billing statement via email instead of a paper bill through USPS by emailing a request to the Abaris Realty, Inc. billing department at billingdept@abarisrealty.com.

Ensure that your email submission includes the property address as well as the email address to be used for e-billing.

*** *HELPFUL REMINDERS* ***

COVENANTS

Spring is finally here and it's time to assess your property. It is important to do your part to keep the community looking great for all the residents and visitors. We wanted to take this opportunity to remind you of some important covenants and provide a list of common items to look for so that your property is NOT Cited for a covenant or maintenance violation.

- **Social Media:** The Milestone Homeowners Association does not endorse or use any social media website for official communications with the members. HOA records or communications are not open to the general public. Similarly, the HOA meetings are intended for HOA members only. If anyone shares HOA information on public Social Media Websites such as NextDoor, Facebook or Twitter, they do so at their own risk. Neither the Association nor the Board can or wants to control what anyone says online. Neither the Association nor the Board are responsible for anything any individuals say or post online. Please beware that online posts, that are visible to realtors, lenders and prospective home buyers, and other community members may damage community's reputation and diminish the value of our property. We encourage homeowners to attend Board meetings, discuss your concerns or asks questions in a conductive and respectful manner.
- **Pet owners,** please pick up after your pets and dispose of the feces/waste appropriately. Association has provided dog waste stations for your convenience. Dog waste on the grounds is not only unsightly but attracts animals and other vermin. Pets must also be on a leash at all times unless in an enclosed yard. To report a pet owner not cleaning up after the pet has defecated on their property, please notify the Office of Animal Services via the police non-emergency number Additionally, Montgomery County Animal Control may also impose fines up to \$250 per violation for each of these infractions.
- **Parking:** Please be reminded when parking along the street in front of or adjacent to your unit or a neighboring unit, not to block driveways, driveway aprons or mailboxes. Everyone needs to be considerate of neighbors, postal workers, etc.
- **Commercial vehicles** are not permitted unless parked in your garage out of sight. This applies to parking these vehicles along the streets and roadways within the association as well.
- **Transient Rentals** are prohibited by the HOA governing documents.
- **Trash / Trash Cans & Recycling Bins:** At no time should there be any trash or debris anywhere on the property and should always be disposed of in a proper manner. Trash cans and Recycle Bins should be stored out of sight on non-collection days.
- **Lawns:** Remove all dead plants. Mulching is very important to offer a neat, clean appearance to all garden beds. Trim or prune all trees and shrubs. REMEMBER, once you trim your trees or prune shrubs, all trimmings must be disposed of properly and should not be left on the property. Lawns must be mowed on a consistent basis, weeds must be removed and maintained, and borders should be edged on a regular basis.
- **Lawn Ornaments:** Ornaments in the front or side of home must be less than or equal to 15" in height and maintained on the porch area or in garden beds.

- **Lawn Furniture:** Lawn furniture shall be used and maintained in the rear yard only and shall be maintained in a neat and attractive manner. Lawn furniture cannot be used in the front yard.
- **Flower Pots:** Must be stored out of sight when not in use.
- **Basketball Hoops:** Should be in working order and secured properly, no bags, bricks, or rocks are permitted. The poles should be painted if peeling or showing any rust or damage. **Other play Equipment should be kept in good repair or removed from the property.**
- **Vinyl Siding/Brick Walls or Steps:** Spring is a good time to schedule cleaning. Regular washing of dirt, mold, or green staining improves the appeal and value of property.
- **Shutters:** Replace any shutters that are missing. Paint shutters to freshen if they have faded, chipped, or are peeling. **Remember:** When painting shutters, they must match the original color and also must match the front door color. **If you want to change the color, ARC application must be submitted.** Please refer to governing documents or contact the Property Manager for assistance.
- **Front Doors/Storm Doors:** Must be painted and clean of any dirt or stains.
- **Mailboxes:** Should be painted or stained if necessary and should be straight and secured. If you have plants around your mailbox be sure to maintain the plants by pruning and weeding. Keep it simple and functional with black rural mailbox on treated wood post.
- **Gutters/Downspouts:** Must be clear of leaves, weeds, and should be secured to the home.
- **Fence:** Post, rails, and gates must be in good shape and standing upright. Before installing new fence or replacing with a different design, an ARC application is required.
- **Garage Doors:** Must be maintained clean, dents must be repaired;
- **Driveways:** Regular maintenance of driveways extend the life and saves money. Cracks, dips, or erosion need to be repaired and the surface should be re-sealed.
- **Trims:** All trim should not be peeling or rotting, this includes around windows and doors. All trim should be painted to match the existing color.
- **Windows:** Broken windows or torn screens must be fixed or replaced.
- **Roofs:** When replacing roof, if you want to change the color, you must submit an ARC application to ensure that changes are compliant with association covenants and guidelines.
- **Decks:** Must be re-stained and repaired as needs and should be secure and free of any debris. Only outdoor furniture should be displayed.
- **No accumulation** of litter, lumber, trash, bulk materials, new or used building materials are permitted on any lot.

HOA MONTHLY ASSESSMENTS

It is important that all assessments be paid on time and in full. Failure to pay assessments on time results in additional expenses for the Association which affects the operating budget and the ability to keep assessments low. The monthly assessment for 2023 is **\$58.00**. However, we understand that everyone has a financial hardship from time to time making it difficult to meet your obligations. If you are having a problem paying your assessments or are carrying a past due

balance and would like to make alternative payment arrangements, please contact the Community Manager.

ABARIS REALTY

Please refer to the enclosed Welcome letter from our new Community Manager, Shireen Ambush at Abaris Realty for important information on how to contact Abaris for any questions or concerns regarding the HOA and also on how to pay your monthly HOA fees. You may visit Abaris Realty's website at: www.abarisrealty.com If you have any questions or need any assistance, please contact Abaris Realty's Accounts Receivable Department at (301) 468-8919.

HOME IMPROVEMENTS

If you are considering a home improvement project, keep in mind that most exterior modifications require prior approval from the Architectural Review Committee (ARC). The Committee reviews applications for exterior modifications to ensure that the proposed project is harmonious with the overall design of the community and does not create an eyesore. An Architectural Change Application can be found on the community website at www.MilestoneHOA.net

CHANGE IN POOL MANAGEMENT

Ever since the pandemic, big and small business have faced many challenges with safety being the top priority. The situation was no different for the swimming pool management companies. Community Association Institute (CAI) survey shows that only 7% of community pools opened on time in recent years. Even today, pool management companies are facing an uphill battle recruiting skilled pool management staff. In consideration of all the complaints, issues and challenges during 2022 pool season, the Board of Directors have decided to award the pool contract to **Winkler Pool Management**. We wish all members a safe and joy filled 2023 pool season and a superior experience at the pool.