



Dear Property Owner,

HOA Payment Coupons are **ONLY** available to print, via website www.pioneerhillsowners.com under "Financial & Payment Information" for 2023.

Online Payments: Please consider activating HOA account access on the Online Portal. You can make payments online by check (no fee) or credit/debit card (small convenience fee charged by AppFolio) and set up automatic/recurring payments. Once we have your email address and trigger the portal link, you'll receive an email with instructions on activation via <https://teleosllc.appfolio.com/connect>.

HOA assessments are due on the 1st of every month. Late fees and finance charges will be assessed if payment is not received by the 10th of the month. All payments should be addressed to: **Pioneer Hills Owners Association, 6833 S. Dayton St. #163, Greenwood Village, CO 80112.**

If paying through your personal online banking method, you may set us up as a bill pay using the above information. Your address can be your account number. **Please be sure that your property address and lockbox number is included with any form of payment.**

Important: If you are paying your dues through a bill pay service, **you must update the amount with them.** If you have automatic payments set up through Teleos on the Online Portal, you must update the amount if you have payments set up as "Fixed Amount" - a fixed amount automatic payment will not adjust to the new amount. If your automatic payment through the online portal is set to pay "Outstanding Balance in Full," it will automatically increase and pay the new assessment amount along with anything else charged to your account.

****Monthly statements will be sent only if the account is delinquent. ****

The Management Company by State law (CCIOA) is required to provide the HOA with the following Association Disclosure of Information which will be available on the website within 90 days after the end of the fiscal year: a list of association insurance policies, association By-Laws, Articles, Rules and Regulation, Minutes of executive board and member meetings for the previous fiscal year, and associations adopted responsible governance policies. If you have any questions or concerns, don't hesitate to contact our office.

Community Manager and General Questions:

Heidi Brown, Community Manager

Phone: (303) 912-2294

Email: Heidi@teleos-services.com

Billing Questions:

Kelly Connolly, Billing Specialist

Phone: (720) 428-0342

Email: Kelly@teleos-services.com

We look forward to another great year of servicing your HOA needs and concerns.

Regards,

Teleos Management Group

Heidi Brown – Community Manager

Heidi@teleos-services.com