

«Association Name»  
c/o ACS West, Inc., AAMC®  
1904 Byrd Avenue, Suite 100  
Richmond VA 23230  
(804) 282-7451; (804) 282-9590 fax

«Created Date»

«Mailing Address With Name»

Re: New Association Management Info for «Property Address Full 1 Line»

Dear «First and Second Owner»,

Our firm is honored to have been awarded the contract to manage «Association Name» effective January 1, 2026. Your owner portal for the association can be accessed at [home.acswest.org](http://home.acswest.org)- select "Sign Up" at the bottom of the screen. Enter your Registration key, «Portal Key», and account number, «Account Number», when prompted. Your owner portal will provide you with 24-hour access to your association account and a convenient platform from which to request work orders, refunds, late fee waivers, etc. You can download the app, Vantaca Home, for convenience and added ease of access to your portal. You can also enroll in Automated Clearing House (ACH) direct draft of the assessment from your owner portal. «Action Item Description Font Friendly» Please note that while your community is in transition to new management, no late fees will be applied.

The association will be using FirstCitizens Bank, which specializes in homeowners associations, for all assessment payments. If using online billpay with your bank, use only this assigned association account number, «Account Number» in the memo or account number section. When submitting your assessments, please make your check or online bill pay payable to «Association Name» and ensure your payment is sent to the following address:

«Association Name» % ACS West, Inc.  
P. O. Box 62554  
Phoenix AZ 85082-2554

If you would like to pay online through the association's bank, you may do so at [propertypay.firstcitizens.com](http://propertypay.firstcitizens.com). Sign Up or Login for recurring bill pay OR select "Pay Assessments" for a one-time payment. Enter your personal info; refer to codes below for Property Details, then select your method of payment, eCheck or Card (fees apply):

Management ID: **7055** Association ID: **«Association Code»** Property/Account #: **«Account Number»**

Your Community Manager will be «Association Manager», «Manager Email». ACS West is an experienced association management firm, accredited by Community Associations Institute. We offer personal answering of office phones and the ability to speak "live" with a knowledgeable and friendly staff member rather than an automated system or voice mail. Our office hours are Monday through Thursday, 9:00 a.m. to 4:30 p.m. and Friday, 9:00am to 3:00pm. Additionally, we have a phone monitoring system in place for after-hours emergencies. Feel free to visit our website [www.acswest.org](http://www.acswest.org) for further resources.

Sincerely,  
ACS West, Inc., AAMC®