

**PAYMENT PLAN REQUEST INFORMATION**  
**Texas Property Code - Section 209.0062**  
**(Not Applicable for Condominium Associations Governed Under Section 82)**

This document includes information regarding a payment plan request in order to pay the Association's upcoming assessments or delinquent assessments prior to the commencement or continuance of the Association's Collection Policy. This document also includes the Form required to be completed and submitted to the Association's Management Company, RealManage, which will administer any approved payment plan.

**Pre-Approved Payment Plan**

A pre-approved payment plan is available to a property owner who is unable to pay an assessment balance in full in order to avoid further collection action, including additional late payment charges and referral to the Association's attorney or collection agent, in accordance with the Association's Payment Plan Policy. The Association's Payment Plan Policy can be reviewed on the Resident Portal at [www.realmanage.com](http://www.realmanage.com) in the "Policies" folder located in the "My Documents" page.

The pre-approved payment plan is for a period of three (3) months. There is a \$75.00 set-up fee and a monthly administrative fee of \$25.00 per month that will be due in connection with an accepted payment plan. These fees are **non-refundable**.

In order to commence the pre-approved payment plan, you must do the following:

1. Complete Payment Plan Request Form.
2. Remit a payment in the amount of **\$150.00** payable to RealManage (\$75.00 set-up charge plus three (3) month's administration fee at \$25.00 per month).
3. Mail the completed Payment Plan Request Form and payment to RealManage at:

**RealManage**  
**P O Box 803555**  
**Dallas, TX 75380-3555**

Upon receipt of the request form and payment, a **Payment Plan Agreement Letter** will be prepared and forwarded to you. The Payment Plan Agreement Letter will detail the monthly installments and due dates for each installment in order for you to remain compliant with the plan and avoid further collection action.

The monthly installments will be calculated as follows:

- **Total Payment Plan Amount** = Current Balance\* *plus*
  - any upcoming assessments due within the 3-month period *plus*
  - the set-up fee *plus*
  - the monthly administration fee for each month of the plan
- **Monthly Installment** = (Total Payment Plan Amount less the initial set-up fee and monthly administration fee) divided by 3 installments

\* - Your Current Balance will be the total amount of any outstanding assessments and late payment charges on your account at the time of receipt of your properly completed Payment Plan Request Form and initial payment due.

Payments are due as shown in the table below. The actual amount of the monthly installments and the due dates will be provided in the Payment Plan Agreement Letter.

Payment	Amount	Due Date
Set-up Fee and Monthly Administration Fee	\$75.00	Due with Request
Monthly Administration Fee	\$75.00	Due with Request
Monthly Installment 1	Calculated	30 days
Monthly Installment 2	Calculated	60 days
Monthly Installment 3	Calculated	90 days

The Total Payment Plan Amount must be paid in full at the end of the plan in accordance with the monthly installment amounts and due dates. A default under the terms of the Payment Plan Agreement Letter will result in the immediate termination of the payment plan. Any applicable late fees and finance charges due during the period of the payment plan may be added to your account balance upon default. The Association is not obligated to make another payment arrangement for a period of two years (24 months) thereafter under the provisions of the Association's Payment Plan Policy and the Texas Property Code Section 209.0062.

### **Extended Payment Plan**

An extended payment plan **may** be available to an owner for a period of up to eighteen (18) months in accordance with the Association's Payment Plan Policy. The acceptance of an extended payment plan is subject to the Association's Board of Director's approval. The Association is under no obligation to accept an extended payment plan request. In order to request an extended plan, you must also complete the Payment Plan Request Form Addendum. If you are requesting a plan longer than three months there will be an additional administration cost.

In order to request an extended payment plan, you must do the following:

1. Complete the Payment Plan Request Form **and** the Extended Payment Plan Request Addendum.
2. Remit a payment in the amount of **\$150.00** payable to RealManage (\$75.00 application/set-up charge plus the initial three (3) month's administration fee at \$25.00 per month).
3. Mail the completed Payment Plan Request Form and payment to RealManage at:

**RealManage**  
**P O Box 803555**  
**Dallas, TX 75380-3555**

Upon receipt of the request form and payment, the request will be submitted to your Association's Board of Directors for review and approval. If accepted, a Payment Plan Agreement Letter will be prepared and forwarded to you for acceptance. The Payment Plan Agreement Letter will detail the monthly installments and due dates for each installment in order for you to remain compliant with the plan and avoid further collection action. The monthly installments will be calculated in the same manner as illustrated above for the Pre-Approved Payment Plan, but will also include the additional month's Administrative Fee at \$25.00 per month beyond the first three months of the plan.

If your request is denied, or you choose not to accept the terms of the Payment Plan Agreement Letter, you will receive a credit on your account for the initial three (3) month's Monthly Administration fee of \$75.00 submitted with your request. The \$75.00 application/set-up fee is **non-refundable**.

### **Questions and Additional Information**

Payment plans will be administered by the Association's Management Company, RealManage. If you have questions or need additional information in connection with a payment plan, you may contact a RealManage Resident Advisor as follows:

#### **RealManage Customer Service:**

Email: [service@realmanage.com](mailto:service@realmanage.com)

Toll Free Tel: 866-4-RealService (866-473-2573)

Toll Free Fax: 866-919-5696

Hours of operation: 7:30 a.m. - 7:00 p.m. Central time, Monday through Friday.

## PAYMENT PLAN REQUEST FORM

### Step 1: Complete Property Owner Information

Property Owner Name(s): \_\_\_\_\_

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

16-digit Account Number: \_\_\_\_\_

Phone Number (Daytime): \_\_\_\_\_

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

Mailing Address:  
(if different from  
Property Address) \_\_\_\_\_

### Step 2: Select the Payment Plan

\_\_\_\_\_ Pre-Approved Three (3) Month Payment Plan\*

*\* If you want to request a payment plan for a period longer than three (3) months, please describe in detail the reason for your request and the length of the plan you are requesting on the attached addendum. This information will be submitted to The Association's Board of Directors for consideration. The Association is not obligated to approve an alternative plan.*

### Step 3: Sign the Request Form

I hereby request a payment plan in order to pay delinquent assessments and bring my account current. I understand that I must remit a non-refundable payment for the administration of the plan in the amount of **\$150.00** with this request.

Property Owner Signature: \_\_\_\_\_

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

### Step 4: Mail the Request Form and Payment

Enclose a check in the amount of **\$150.00** payable to **RealManage**.

Mail this completed Payment Plan Request Form and payment to RealManage at:

**RealManage**  
**P O Box 803555**  
**Dallas, TX 75380-3555**

*Upon receipt of a properly completed Payment Plan Request Form and a check in the amount of \$150.00 payable to RealManage, a RealManage representative will provide you with a **Payment Plan Agreement Letter** within three (3) business days by email (receipt time may be longer if no email address is provided). No further signature will be required for the Pre-Approved Payment Plan.*

**PAYMENT PLAN REQUEST FORM  
EXTENDED PAYMENT PLAN ADDENDUM**

If you want to request a payment plan for a period longer than three (3) months, you must complete the additional information below. This information will be submitted to The Association's Board of Directors for consideration.

1. Requested plan length: \_\_\_\_\_ months (cannot exceed 18 months)

*Note that a monthly administration fee of **\$25** will be applied for each month beyond the first three months of the plan which are already included with your payment plan request payment.*

2. Please describe in detail the reason for your request and your plan to meet the terms of the proposed payment plan.

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