

Fairway View Condominium Association  
c/o Association Management Services NW

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7710 NE Vancouver Mall Drive  
Vancouver, WA 98662  
Phone (360) 891-8060  
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September 2022

Dear Fairway View Condo Owners:

We are pleased to announce that as of October 1, 2022, Association Management Services NW (AMS) will begin managing your community.

After research, interviews, reference checking and months of discussion, the Board of Directors opted to hire new management. We are excited for the opportunity to work with the **Fairway View Condominium Association**. AMS will be working closely with your Board of Directors as a team providing day-to-day management of your community, as directed by the Board. You have a wonderful community, and we look forward to meeting you at Board Meetings and providing you with excellent service in the future.

Our company has served Washington and Oregon communities for more than 30 years. We are locally owned and operated, with offices in Portland, Vancouver, Kennewick and Salem. If you would like additional information about our company and the services we provide, please visit our corporate website at [www.ams-nw.com](http://www.ams-nw.com).

**How will the change affect Homeowners in the Fairway View Condo community?** There will be a conversion period as all of your records are transferred to us. We appreciate your patience. Please note that we are still transitioning all of the relevant information relating to the community, including your payment history. We will work through this process together!

**Below is your account number for signing up on the web portal.** You will receive a statement by email each month if you have a current balance on your account. If you would like a coupon book, please contact [AR@ams-nw.com](mailto:AR@ams-nw.com) otherwise you can login to your portal at any time to view your account. If you were signed up for ACH auto-pay previously, your payments will continue to be withdrawn from the bank account you had on file. We pull payments on the 5<sup>th</sup> of the month in which they are due (or next business day).

## Account #

Owners are encouraged to pay via automatic payment by signing up for auto-pay on the portal at [www.ams-nw.com/portal](http://www.ams-nw.com/portal) or by completing and returning the enclosed form to Management via email @ [ACH@ams-nw.com](mailto:ACH@ams-nw.com). **Please do not mail the Authorization for ACH Direct Debit form to the Lockbox address in Las Vegas. If you cannot email the form to [ach@ams-nw.com](mailto:ach@ams-nw.com) please mail it to: 15350 SW Sequoia Parkway #200 Portland, OR 97224.** All other payments are to be made payable to: Fairway View Condominium Association and sent to the Alliance Association Bank secure lockbox at: PO Box 98407, Las Vegas, NV 89193-8407.

Attached to this letter is a list of Frequently Asked Questions (FAQ). After reviewing the FAQ, if you find that you still have questions pertaining to the transition or any other questions, please contact our Member Services Team noted below and they will be happy to either help you or direct you to the right person on the team.

[hoaWA@ams-nw.com](mailto:hoaWA@ams-nw.com) or (360) 891-8060

If you have questions regarding policies of the Association or general HOA concerns, please contact your Management Team:

[fairwayviewcondo@ams-nw.com](mailto:fairwayviewcondo@ams-nw.com)  
(360) 891-8060

A web portal is being set up for the community. The site, [www.ams-nw.com](http://www.ams-nw.com) will be available with basic information beginning on October 1, 2022. As the transition progresses, more and more information will be available. Enclosed is a “cheat sheet” with information on accessing and navigating the web portal.

Please do not hesitate to call me or any other member of your team with any questions; we are happy to assist you!

*Michelle Underwood*  
*President*

## Frequently Asked Questions Regarding Community Transition

- Q:** I was signed up for auto-pay. What do I need to do to make sure my payments are made correctly?
- A:** *If you were signed up for auto-pay, your payments will continue to be withdrawn from the bank account you had on file. If you would like to change the bank account that your assessments are drafted from, you can email the completed form on the next page to [ACH@ams-nw.com](mailto:ACH@ams-nw.com), mail it to 15350 SW Sequoia Parkway #200, Portland, OR 97224. **Please note, we only draft once a month on the 5th of the month (or the next business day if the 5th falls on a weekend or holiday).***
- Q:** I make all payments by check. Will I receive payment coupons to send along with my checks?
- A:** No. If you would like to receive a coupon book, please contact [AR@ams-nw.com](mailto:AR@ams-nw.com).
- Q:** I pay my assessments through my bank's bill pay system. What do I need to do to make sure my payment is sent properly?
- A:** *Please refer to the attached letter which outlines the mailing address to be updated. If you as the Owner do not update this through your bank bill pay system, the payments will not be automatically transitioned to AMS for receipt. When setting up your bill pay through your bank allow for plenty of time for the check to be mailed and received by payment processing or late fees will apply.*
- Q:** I am interested in other payment options. Does Association Management Services NW offer other ways of paying assessments?
- A:** *Once the web portal for your Association is completely set-up with all account information, Owners will be able to access their accounts, set-up automatic assessment payments, one time e-check payments, or pay by credit card.*
- Q:** I paid assessments for a full year in advance. When will you have access to those records?
- A:** *Association Management Services NW is in the process of transitioning all financial records of the Association. Once fully transitioned, Owner accounts will be updated, and any past due balances will be adjusted. We appreciate your patience during this transition. If you are concerned that previous payments are not being shown as received, please submit copies of returned, posted checks along with your request for information.*
- Q:** I may have forgotten to pay. Do I have a past due balance?
- A:** *Any Owners with outstanding balances should log on to our web portal to check their account. Financial records of the Association will be updated in Association Management Services NW system within 60 days from the AMS Management start date.*
- Q:** How do I report maintenance, landscaping, or CC&R violations and submit ARC Requests?
- A:** *Please send all maintenance, landscaping, CC&R violations and ARC Requests in writing to:*

[fairwayviewcondo@ams-nw.com](mailto:fairwayviewcondo@ams-nw.com)

You can also mail to:  
AMS c/o Fairway View Condo  
7710 NE Vancouver Mall Drive - Vancouver, WA 98662

You also have the ability to submit forms and update information on the web portal at: [www.ams-nw.com/portal](http://www.ams-nw.com/portal).



