



December 8th, 2023

Dear **Turtle Lake Golf Colony** Residents,

It is with great pride that we notify you that your Association's Board of Directors has chosen **Sandcastle Community Management** as the new management agent for your community effective **January 1st, 2024**. As your Association's managing agent, we will be working closely with you, your Board, and your service providers to maintain the peaceful surroundings that you desire. In addition, the entire Sandcastle team will be working through the details in the administration of your community. We are here to keep your community a great place to call home.



If you need to contact us, we can be reached Monday through Thursday from 8:00 AM to 4:30 PM and 8:00 AM to 2:00 PM on Friday at **239-596-7200**. Your **Main Point of Contact for Owners** will be the **Administrative Assistant, Kathie Christ**, and can be reached at **239-263-3587** or via email at **admin@turtlelakegolfcolony.com**. Your Association will also be included in Sandcastle's **after-hour emergency hotline** that is answered by a live operator 7 days per week. For after-hour Association related maintenance emergencies, simply call **1-828-633-4195**.



To conserve costs for your Association, we will be sending out e-Statements as a default billing method. If you require paper statements instead, you can change the delivery method on the portal. **Registration is required for account access**. To register for the Sandcastle Web Portal please visit <https://sccm.cincwebaxis.com> and then select **Register**. You'll receive an email to set your password. For assistance, contact our support team.

****If you have more than one Property you can link both accounts, by using the 'Register an Additional Property' feature after initial registration. ****



Here are your payment submission options. If you use bill pay through your bank or another auto debit system, please make sure to update the mailing information:

- 1. Automatic Debit (ACH) Withdrawal Program:** Within the Portal, we urge you to enroll in our FREE in-house ACH program where Sandcastle pulls your association payment **Monthly**, as your payments come due.
- 2. Online One-Time Payments:** View your balance and make one-time payments on-line using your owner payment portal. Be advised that the e-check transaction fee is \$1.99 per transaction and the Credit Card transaction fee is 3.25-3.50% for you to make these payments online at the time of your choosing.
- 3. BillPay via your banking institution or mailing in your payment:** If you are using your own personal online bill payment service or mailing in your payment, you must edit the payee and amount information. For your reference, the information to enter for your payment is as shown below.

Turtle Lake Golf Colony
c/o Sandcastle Community Mgmt.
PO Box 25637
Tampa, FL 33622

****Past due balances, Special Assessments, and other miscellaneous charges are not included in Auto Debit. These need to be paid separately by using the online one time payment method or mail to the PO box address provided above.**

Please know that the Sandcastle Team is excited about assisting your Board of Directors in managing your community and we look forward to serving you.

Sincerely,
Sandcastle Community Management

