IMPORTANT
PLEASE READ



IMPORTANT NEWSLETTER FOR VILLAGE FOUR HOMEOWNERS

Property Management Change - Effective November 1, 2026 Village Four Homeowners Association will transition to **Arizona Community Management Services (AZCMS)**.

YOUR Action is Required:

1. **After** your October payment is processed with National Property Services (NPS), **cancel your current NPS payment method as soon as possible** to avoid payments for November going to NPS.
    - Scheduled Bill Payments through your bank's Bill Pay or First Citizens should be cancelled as soon as possible.
    - Access your First Citizens account through the link in your most recent email from Property Pay and use the link within their notice to go to your account. https://propertypay.firstcitizens.com/
        i. Go to your payment history and click Edit
        ii. You will need to Edit the Payment Schedule for V4 HOA Monthly Assessment, then the payment amount.
        iii. Changing your payment amount to 0.00 will not let you save.
        iv. Go to the bottom of the screen and click on the "Cancel Schedule"
        v. You will be asked if you are sure you want to cancel this schedule, click YES
        vi. The next screen indicates your Payment Schedule has been cancelled.
        vii. The next screen should indicate you have no scheduled payments.

2. **Wait until November 1, 2026 to set up your Village Four HOA Assessment payments with AZCMS**
    - Homeowners have been mailed AZCMS instructions regarding the Management Change.
    - When asked for an account number to reference, please use **your assigned account number,** found on the introduction letter you will receive via regular mail.
    - **If you have not received mail from AZCMS with your account number by November 1st e-mail the Resident Support Specialist – Support@azcms.com**
    - Online Bill Pay (Through your banking institution)
        - Log in to your online banking and set up **Village Four Condos** as a new payee.
        - It will be an address in Texas for payments PO Box 1120, San Antonio, TX 78294-1120
    - Check Payments
        - Your check should be payable to **Village Four Condos** and **include your account number on the memo line.**
        - Please allow 7-10 business days for delivery.
        - Payments are processed in Texas so mail the check to Village Four Condominium Owners Association PO Box 1120 San Antonio, TX 78294-1120

3. **Homeowners are asked to complete the AZCMS "Home Information Form" as soon as possible** available at **https://azcms.com/homeowner-information-form/** AZCMS will not share this confidential information with anyone outside of their organization. Please opt in to AZCMS email communications to help reduce HOA mailing costs.

**Please note that due to the Property Management change we are no longer having an October 21 Board meeting. The next Board meeting is scheduled for November 12 at 9 a.m. (Executive Committee at 8:30) This is as indicated at the end of the September 3 Board meeting. Homeowners will be advised by email with further details for the next meeting.* Thank you for your patience and understanding from your Village IV Board of Directors, while we manage this transition on behalf of our community. The Board will continue doing our best to provide you with timely and accurate information as it becomes available to us.*