

# City Property Management Company Homeowners Account Access Tutorial

## CREATING YOUR ACCOUNT

Go to <https://homeowners.cityproperty.com>  
Click on the "To Set Up Your Account" link



Figure 1

You will be prompted to enter your nine-digit passcode in the Passcode box. Your passcode can be found on your billing statement or your payment coupon. Make sure to include the dashes “-” when entering your passcode.

Please enter the Passcode that you received via mail or e-mail below and click the Continue button. If you have not received a Passcode, [please click here](#).

Passcode:

*Please enter the passcode exactly as it is provided to you, including '-' (dash) symbols.*

Figure 2

Once you enter your passcode, select the Continue button.

You will now be prompted to enter the email address and password that will be used for your login.

Please enter the Email Address and Password that you would like to use to login. The Email Address must be valid and you must be able to receive emails at the address in order to complete the process of creating your account. Your password must be **at least 6 characters long**, and should contain **at least two letters and two numeric digits**.

Email Address:

Password:

Verify Password:

Figure 3

Once you enter your email address and password, select the Continue button.

The system will send a verification email to the address you have used to set up your account. Click on the Email Validation Link at the bottom of the email to complete your account setup.

**From:** City Property Management Company [mailto:noreply@cityproperty.com]  
**Sent:** Wednesday, June 24, 2009 12:39 PM  
**To:** Homeowner  
**Subject:** Email Address Validation for your Homeowner Account


This message is being sent to you as part of the process of creating an account to access your Homeowners Association account information. This message is used to validate your email address, and is only sent after you have begun the account creation process. If you are in the process of creating your account, please click on the link below to complete validation of your email address.

If you are not sure why you are receiving this email, *do not click on this link* -- it may indicate that someone is trying to gain access to your homeowner account information without your knowledge.

Email Validation Link: <https://homeowners.cityproperty.com/NewAccount/NewAccountEmailValidation.aspx?Code=5TQ4GNBVWXPL076>



Figure 4

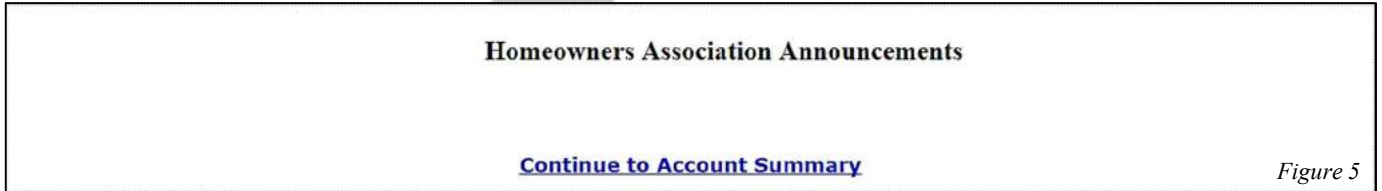
 **Important:** If you own multiple homes managed by City Property Management, please turn to page 12 for instructions on setting up additional properties under one login.

ACCESSING YOUR ACCOUNT

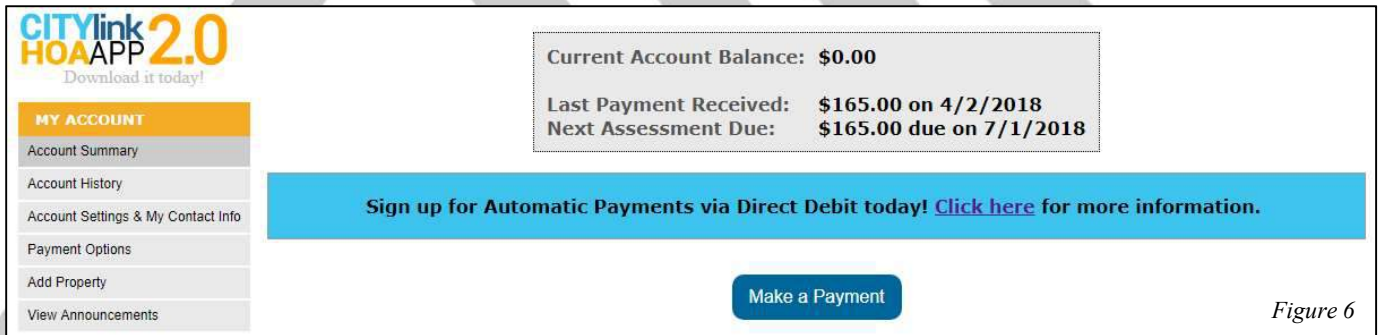
Go to <https://homeowners.cityproperty.com>

Enter your email address and your password, which you chose when you created your account, in the appropriate fields (see Figure 1).

You will be prompted to the **Homeowners Association Announcements** page, where important updates and information about your community are posted.




Click on Continue to Account Summary, where you can quickly reference your current account balance and upcoming assessments.



## ACCOUNT FEATURES

### **Make a Payment**

Make a payment using the following option links: **Option #1:** Account Summary Page, **Option #2:** Pay Homeowners Association page

**Option #1:** Go to “Account Summary” under My Account and click on the  button which will take you to the “Payment Options” category.

**Option #2:** Click on “Pay Homeowners Association” under Online Payment

<b>ONLINE PAYMENT</b>
Pay Homeowners Association
Pay Tenant Registration Fees to Management Company

On this page you will find multiple payment options for your convenience.

- 1) Set up for Automatic Payment through City Property’s ACH system. This is *highly recommended* as your assessment will always be debited in the right amount and receive on time.
- 2) You can make a one-time Online Payment through either your Association’s bank directly, or through City Property Management for a convenience fee of \$10.00.
- 3) Send your check via snail mail, making sure you send your payment to the reflected Payment Address on your account.

 **Important: DO NOT send checks for fobs, pool keys, clubhouse reservation fees, etc. to this address, as it will be processed automatically towards your assessment.**

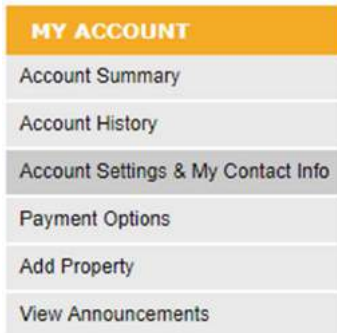
### **Review your Account History**

View detailed history of your account and also retrieve an Account Ledger by selecting “Account History” under My Account.

<b>MY ACCOUNT</b>
Account Summary
Account History
Account Settings & My Contact Info
Payment Options
Add Property
View Announcements

### Update your Account Settings & Contact Information

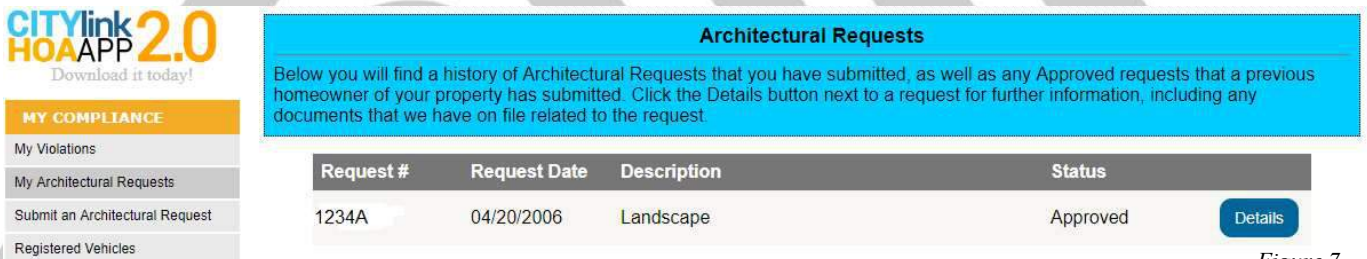
Update your phone numbers, email address, mailing address, etc. by selecting “Account Settings & My Contact Info” under My Account. In this area you can also change your login email address, reset your password, and change your notification settings.



MY ACCOUNT
Account Summary
Account History
Account Settings & My Contact Info
Payment Options
Add Property
View Announcements

### Review Architectural Requests

View your property’s architectural history as well as pending architectural requests by selecting “My Architectural Requests” under My Compliance. Click on any of the Details to see detailed information about the selected request.



**CITYlink HOA APP 2.0**  
Download it today!

**MY COMPLIANCE**

- My Violations
- My Architectural Requests
- Submit an Architectural Request
- Registered Vehicles

#### Architectural Requests

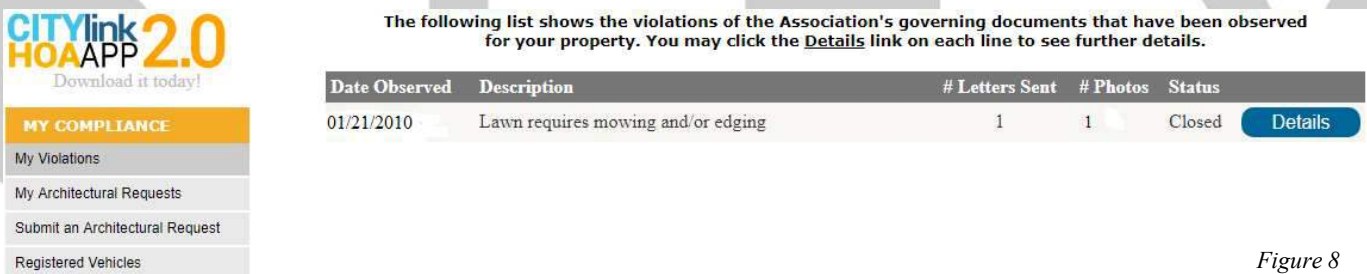
Below you will find a history of Architectural Requests that you have submitted, as well as any Approved requests that a previous homeowner of your property has submitted. Click the Details button next to a request for further information, including any documents that we have on file related to the request.

Request #	Request Date	Description	Status	
1234A	04/20/2006	Landscape	Approved	<a href="#">Details</a>

Figure 7

### Review Compliance/Violation Issues

View your property’s compliance/violation history as well as any letters and photos received by selecting “My Violations” under My Compliance.



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**MY COMPLIANCE**

- My Violations
- My Architectural Requests
- Submit an Architectural Request
- Registered Vehicles

The following list shows the violations of the Association's governing documents that have been observed for your property. You may click the [Details](#) link on each line to see further details.

Date Observed	Description	# Letters Sent	# Photos	Status	
01/21/2010	Lawn requires mowing and/or edging	1	1	Closed	<a href="#">Details</a>

Figure 8

Click on any of the Details to see detailed information about the selected violation.

### Issue # 112234, Occurrence #1 Detail

<b>Date Observed</b>	1/21/2010
<b>Status</b>	Closed
<b>Description</b>	<b>Landscape must be maintained weed-free and in an attractive manner</b>
<b>Detailed Description</b>	It was observed during a recent inspection of the community on 1/21/2010 that weeds have been allowed to grow on your property. Landscape must be maintained weed-free and in an attractive manner.
<b>Related Governing Document Sections</b>	<ul style="list-style-type: none"><li>• Section 7.2 "Lots" of Article 7 "MAINTENANCE" on page 27 of the CC&amp;Rs</li></ul>

#### Letters On File

Date Sent	Recipient	Available	
01/21/2010	Owner	Yes	<a href="#">View</a>

#### Photos On File

*Click photo thumbnail for full-size version.*


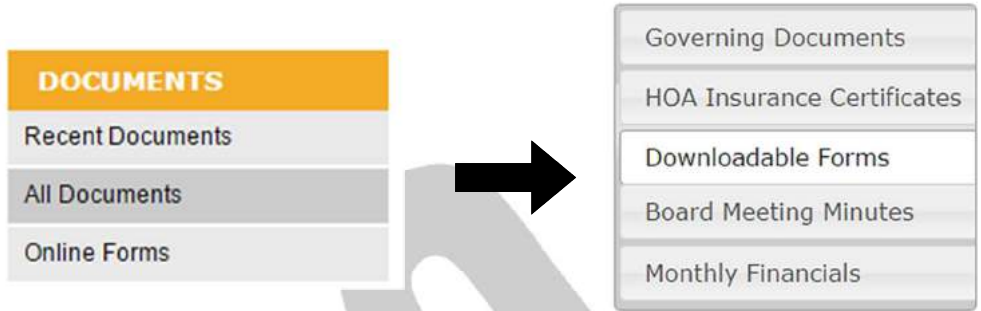


Figure 9



### View Forms and Documents of the Association

View your Association’s forms by selecting “Downloadable Forms” in the All Documents category under Documents.



To view the form, select the View button beside the form. Complete the form and mail, fax or email it to our office.

<b>Direct Debit Signup Form</b>	<a href="#">View</a>
Use this form to sign up for Direct Debit of your assessments from your bank account. Fill out and return this form to authorize City Property Management Company to automatically withdraw funds from your bank account when your assessment becomes due.	
<b>Architectural Request Form</b>	<a href="#">View</a>
Fill out and return this form to submit an Architectural Request (or Design Change Request) for your property to your Association's Architectural Committee or Board of Directors. Please refer to your Association's governing documents to determine whether submitting an Architectural Request is necessary for your project.	
<b>Homeowner Information Form</b>	<a href="#">View</a>
Fill out and return this form to inform us changes to your address, emergency contact information, and/or statutory agent (for rentals).	
<b>Tenant Registration Form</b>	<a href="#">View</a>
Fill out and return this form to inform the Association that your property is being leased.	
<b>Third Party Rental Management Registration Form</b>	<a href="#">View</a>
Fill out and return this form to inform the Association that your property is being managed by a third-party rental management company.	

Figure 10

View your Association’s documents (CC&R’s, Articles, Bylaws, etc.) by selecting “Governing Documents” under All Documents. To view a particular document, select the View button beside the Document Description.

Document Description	
Articles of Incorporation	<a href="#">View</a>
Amended and Restated Bylaws	<a href="#">View</a>
CC&R Assignment of Covenants, Conditions & Restrictions	<a href="#">View</a>
Covenants, Conditions & Restrictions	<a href="#">View</a>
Budget 2017	<a href="#">View</a>
Year End Statement/Balance Sheet 2016	<a href="#">View</a>
Audit 2016	<a href="#">View</a>
Reserve Study 2014	<a href="#">View</a>

Figure 11

**View City Property Management Company Contacts**

View the City Property personnel and contact information for your Association by selecting “Contacts” under Contacts and Links.

Position	Contact Name	Phone	E-mail Address
Property Manager	Ron Anthony, CAAM	(602) 437-4777, ext. 2168	<a href="mailto:ranthony@cityproperty.com">ranthony@cityproperty.com</a>
Accountant	Terrie Palmisano	(602) 437-4777 x2226	<a href="mailto:tpalmisano@cityproperty.com">tpalmisano@cityproperty.com</a>
Administrative Coordinator	Katie Sullivan	(602) 437-4777 x2107	<a href="mailto:katie.sullivan@cityproperty.com">katie.sullivan@cityproperty.com</a>
Account Services/Collections	Stephanie Martinez	(602) 437-4777 x2472	<a href="mailto:stephanie.martinez@cityproperty.com">stephanie.martinez@cityproperty.com</a>
Architectural Request Submittals		(602) 437-4777 x2145	<a href="mailto:arch@cityproperty.com">arch@cityproperty.com</a>

Architectural Request Questions? Contact the Administrative Coordinator listed above.

Figure 12



**View Links**

View links to other websites by selecting “Links” under Contacts and Links.

Links are provided for City Property Management Company’s website and to the Association’s website, if your Association has an additional site. Additional links may be available.

Site Name	Address
City Prop Estates Association Web Site	<a href="http://www.citypropestateshoa.com">www.citypropestateshoa.com</a>
City Property Management Company Home Page	<a href="http://www.cityproperty.com">www.cityproperty.com</a>
Dunn-Edwards Approved Color Schemes	<a href="http://www.dunnedwards.com/colors/archive/color-ark_pro/5582efd93432610013070000/5755de626ea47227cc672285">www.dunnedwards.com/colors/archive/color-ark_pro/5582efd93432610013070000/5755de626ea47227cc672285</a>

*Figure 13*



## ADDING ADDITIONAL PROPERTIES TO AN ACCOUNT

You will need to be logged into your account to add additional properties.

Select “Add Property” under My Account. You will be prompted for the nine-digit passcode of the other property. Enter the nine-digit passcode, making sure to include the dashes “-”. Select the Add Property button.

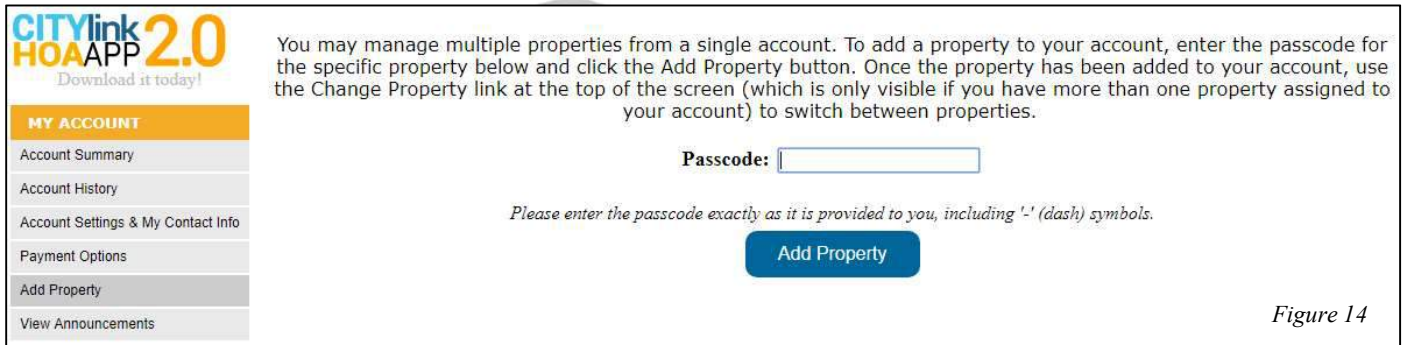


Figure 14

You will be prompted to update your contact information, which you can update if required and then click Continue to finish. Repeat for each of your properties.

You will now find a “Switch Property” link under My Account, which you can use to switch between properties. Next time you log in you will be prompted for which property to manage.

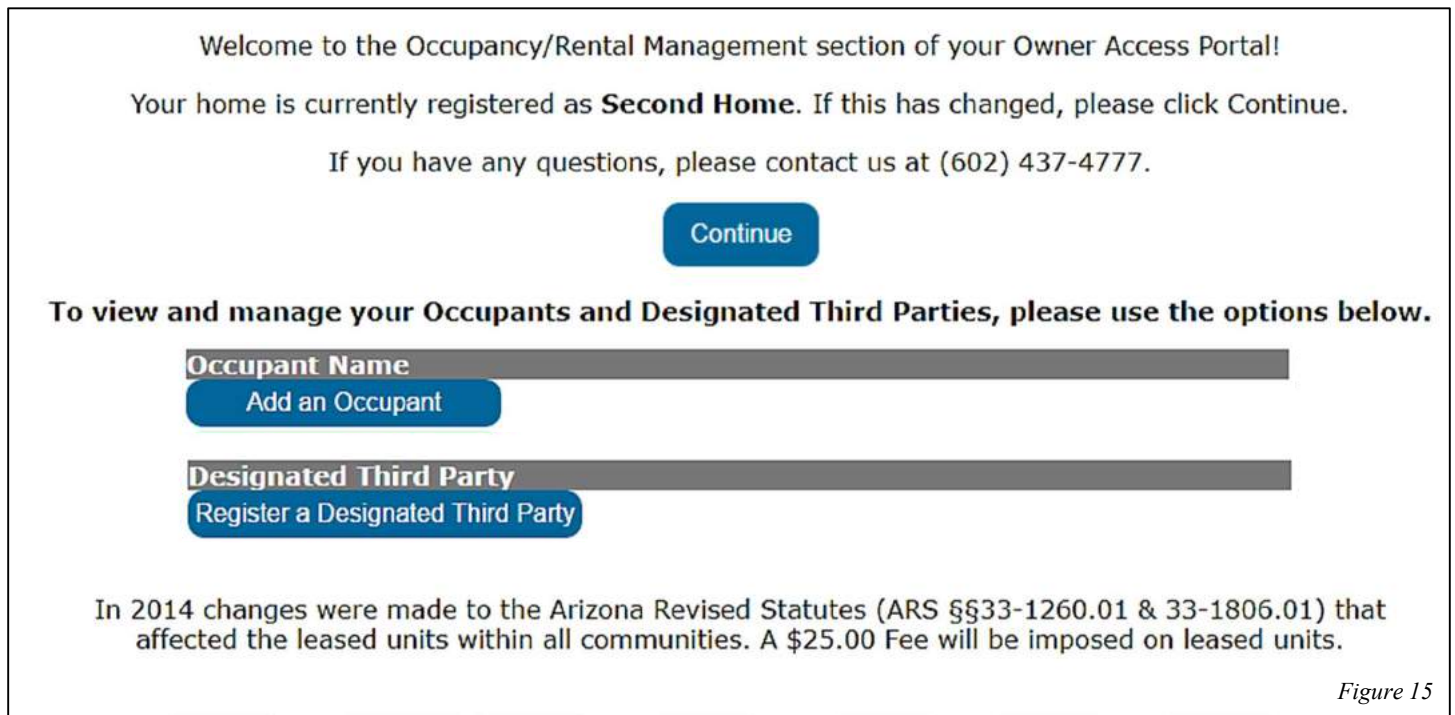
## CHANGING RENTAL STATUS

You can add a property management company and/or tenants to your property, and change the occupancy status.

Select “Manage Your Property/Tenants” under Occupancy/Rental Management.



You will be taken to an overview of your property's current occupancy status. For example, in Figure 16, this property is a **Second Home** so neither tenants nor a Designated Third Party are registered to the property. To change the status of your property, click on the Continue button.



Welcome to the Occupancy/Rental Management section of your Owner Access Portal!

Your home is currently registered as **Second Home**. If this has changed, please click Continue.

If you have any questions, please contact us at (602) 437-4777.

[Continue](#)

To view and manage your Occupants and Designated Third Parties, please use the options below.

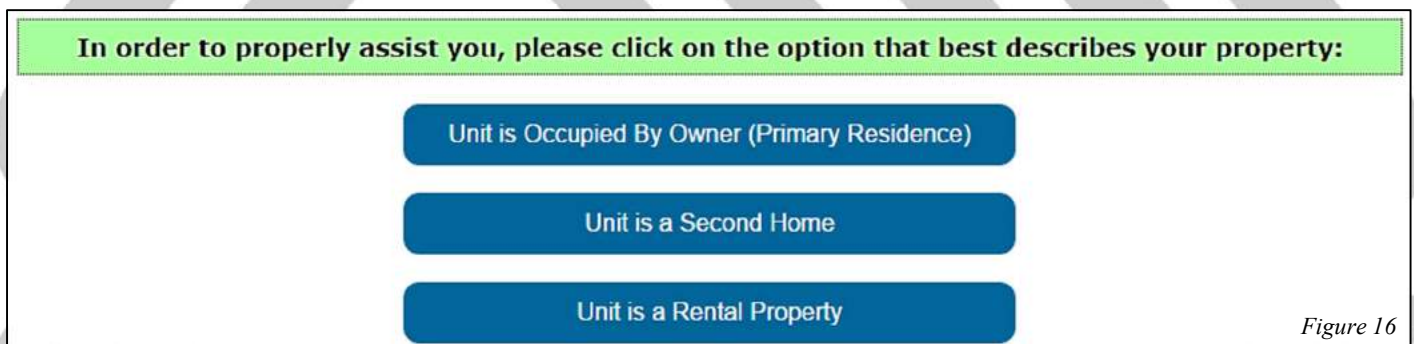
**Occupant Name**  
[Add an Occupant](#)

**Designated Third Party**  
[Register a Designated Third Party](#)

In 2014 changes were made to the Arizona Revised Statutes (ARS §§33-1260.01 & 33-1806.01) that affected the leased units within all communities. A \$25.00 Fee will be imposed on leased units.

*Figure 15*

You will be prompted to select a status option that is most applicable to your property. Select the best option and continue through.



**In order to properly assist you, please click on the option that best describes your property:**

[Unit is Occupied By Owner \(Primary Residence\)](#)

[Unit is a Second Home](#)

[Unit is a Rental Property](#)

*Figure 16*

**If you manage your own property:** Click on the [Add an Occupant](#) button and follow the prompts to register your tenants.

**If you have a Designated Third Party (property management company, relative, etc.) who manages the property/account for you,** click on the [Register a Designated Third Party](#) button. If your Designated Third Party is the primary agent, the Third Party Designation Form must be notarized.

If you do not know the Occupant's name, please have your Designated Third Party also fill out the Tenant Registration Form. A copy of both the Tenant Registration Form and Designated Third Party form can be found in the All Documents section under "Downloadable Forms." (page 7).