

Frequently Asked Questions (FAQ): FY27 Assessments & Trash Fees

1. Will homeowners receive a monthly coupon showing the annual assessment this year?

No. Homeowners will not receive a coupon booklet for assessments or trash this year. This is part of an ongoing effort to be as paperless as possible. Homeowners are encouraged to view their account balances on the Connect Resident Portal.

2. Does the absence of coupons change the way payments can be made?

No. Homeowners can continue to make payments using the same methods. Homeowners are encouraged to utilize the ClickPay system for online payment options. If payments are made via check, the corresponding account number should be written on the check to help ensure payments are made to the correct account.

3. Why do some homeowners have two accounts?

Homeowners who have opted in for trash service through MPOA will have two separate accounts:

- **M1 Account** – Assessment
- **M2 Account** – Trash Service

Payments must be made separately to each account, no matter the payment method.

4. Can I view both accounts in the Resident Portal if I opted in for trash service?

Yes.

- Homeowners must manually add the second (trash) account in *Connect* to view charges and balances.
 - Those opting in for trash must add the unit in both *Connect* and *ClickPay*. ClickPay allows users to set up payment rules separately for each account.
 - Instructions for adding the second unit in *Connect* are available on the website under **For Residents > Assessments > Tutorial**.
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5. Will homeowners receive a monthly statement for assessments?

No. Homeowners will not receive coupons or monthly statements.

5. Will homeowners receive a monthly statement for trash?

No. Homeowners will not receive coupons or monthly statements.

6. Can I pay both my assessment and trash fees online through ClickPay?

Yes.

- Both can be paid through ClickPay.
 - Each fee has its own account number and must be paid or scheduled separately.
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8. Is it cheaper to pay the assessment or trash annually versus monthly?

No. The total amount is the same whether paid monthly or annually.

9. If I pay the full assessment and trash fees up front, will the total amount show as deducted in the Resident Portal and ClickPay?

No. Payments made in full will appear as a *running credit* in both systems. Charges will be deducted monthly from this credit through April 2027.

10. Will I receive a budget letter by mail this year?

Yes. Homeowners will receive a budget letter, with the approved budget, by mail. The FY27 budget letter will also be in the **April (2026) Montclairion** and available electronically on the community website.

11. What is the trash assessment amount for this year?

The trash assessment is **\$20.95 per month**, payable either monthly or annually.

Note: Amount is subject to change if PWC dumping fees increase.
