

# *Welcome Home*



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## **Hello There, Neighbor!**

Welcome to the community and  
congratulations on the purchase of your home!

On behalf of the Board of Directors and the homeowners of Rock Springs, we would like to welcome you to your new home and to the community. Over the coming months, we look forward to meeting you- whether it be walking down the streets or at a community event. This welcome letter has been created to help you navigate what it means to be a resident of Rock Springs. Please keep this in your personal files to reference at a later date.

## Your Board of Directors

This is a beautiful neighborhood with a diverse group of people that make this a wonderful place to live. Every Board member is required to be a resident of Rock Springs so that each and every one of us knows first hand what is happening in and around the neighborhood. Your Board of Directors (the “Board”) is proud to serve the community and has an open door policy. Should you need anything or have any suggestions as to how we can better provide for the neighborhood, please do not hesitate to contact us directly. **The most efficient way to reach us is by using the online form located on our website at [RockSpringsHOA.com](http://RockSpringsHOA.com).** The contact form will make sure that your message is routed to the person(s) best suited to respond to your particular query. **Alternatively, you can always email us directly at [theboard@rockspringshoa.com](mailto:theboard@rockspringshoa.com).**

## Our Management Group

Elite Management Services (EMS/Elite) works at the discretion of the Board. All directives related to policies and procedures as it relates to the operation of our community are established by our governing documents, carried out through the Board, and facilitated by EMS. Elite should be contacted for service issues regarding community property, complaints regarding specific violations and for any questions regarding your annual homeowners’ dues assessment or other account concerns or questions. **EMS can be reached by contacting their office at (855) 238-8488, via email at [help@emspm.com](mailto:help@emspm.com), or by submitting a request through the homeowners portal at [emspm.com](http://emspm.com)** (more on that later).

## The Homeowners’ Association (HOA)

The Homeowners’ Association, or HOA, is a legal entity charged with the business aspects of the community it serves. The HOA is in charge of creating the annual budget, settling all debts billed to the neighborhood (water, electric, maintenance, grounds keeping, etc), enforcing regulations, reviewing requests to alter the exterior of residences (ARC Process), and upkeep of the neighborhood along with many other tasks. Your Board knows all too well about the negative views some have towards HOAs and we do our best to keep the HOA a positive thing for the community. We do everything in our power to utilize funds efficiently, maintain transparency and, as stated before, we have an open door policy so that we can have a positive impact on the community and dispel any negative stereotypes.

## Your Role in the HOA

When you purchased your home in Rock Spring, you became a member of the HOA. As such, you signed an agreement (in closing) that you would keep current on your annual dues, that you would read and understand the rules of the community (also known as the Covenants, Conditions, and Restrictions [CC&Rs]), and that you would abide by those rules. The legal principle “ignorance of the law is no excuse” applies to HOA rules as it does everywhere else.

If for any reason you find yourself with a letter from the HOA regarding a complaint or violation, please understand that it is not personal and we are not “attacking” you, we are simply letting you know there is an issue that needs to be resolved. We find, many times, the resident is not even aware of the violation. In that light, we will provide plenty of time for you to correct the issue before any fines are levied. The Board is here, in part, to protect property values and a large part of that is ensuring all residents abide by the community regulations. **Any inquiries pertaining to violations should be sent directly to Elite. The Board has delegated that particular responsibility to EMS as a neutral party.**

Additionally, as a member of the HOA, you have the right to nominate yourself for a position on the Board. Elections are held at the annual Meeting (usually held in November). Special elections can be held any time at the Board's discretion. We are always looking for well-meaning residents to take an active role in the community. Board positions are volunteer positions and do not require a large time commitment. Most of the day-to-day is done via text message or email and Board Meetings are only held quarterly unless a special meeting is in order. If you do not have the desire to be part of the Board, please consider putting your name in for one of our committees. Currently we have an Events Committee and a Landscaping Committee. **Information including Committee Charters and Forms to submit your nomination for either a board or committee position can be found on our website at [www.rockspringshoa.com/board](http://www.rockspringshoa.com/board).**

Rock Springs can be to you what you want it to be. We can simply be a neighborhood in which you live, or you can invest a little of your time and energy to experience the true community we are. We encourage all residents to take part in events and projects. The Board would love for you to feel like you are a part of the community and not just living in it. Additionally, all residents are encouraged to take part in the Annual Meeting. That meeting is where we present the budget for the upcoming year, get resident input, and set our goals for the future.

## Governing Documents

Your realtor should have provided you the Rock Springs Farms governing documents prior to closing. If you misplaced them, or never received them in the first place, copies of all community documents and forms are available on the community website(s). We encourage you to take a moment to read through these documents if you haven't already. Failure to adhere to the governing documents could result in violations and/or fines applied to your account. Later in this letter you will find information regarding your community website(s) and how to register.

## Annual Dues

The annual HOA assessment amount is decided on by the Board prior to the Annual Meeting. There is a lot that goes into that decision and we take it very seriously. Annual dues are due on December 31st each year. The Board has instituted a \$25 discount for those who pay on or prior to the 31st. Please refer to our [collections policy](#) for information on late fees associated with failure to pay dues on time. Annual dues payments can be made electronically or by check. For information on how to pay your assessment, please see the last page of this letter.

## Architectural Review Committee (ARC) Process

Please be advised that if you wish to make any modifications to the exterior of your home or property, you must first get HOA approval by submitting an Architectural Review Application (ARA). An ARA is required for **all** exterior modifications unless you are simply fixing or replacing (with exact match) existing elements. The process is easy and straightforward and done completely online. Once all required information is submitted, decisions usually only take a few days (larger projects such as pools may require a longer review period). We love when residents make improvements to their property! The purpose of this process is to verify that the modifications match the overall appearance of the neighborhood and would not negatively affect the property values of you or your neighbors. If a project is carried out without proper approval, you may be subject to fines or even be forced to return the property to its previous state at your own expense. Please note that while we may approve a project per those guidelines, we do not deal with permits or zoning. You are responsible for adhering to local, state, and federal regulations. **The most up to date information regarding the ARC process can be found at [www.rockspringshoa.com/architectural\\_review](http://www.rockspringshoa.com/architectural_review).**



## HOA Websites

Currently there are two websites you should be aware of. You should make it a point to sign up for both of these sites as soon after move-in as possible.

However, you will not be able to sign up for either site until the PVA shows you as the legal owner of property within Rock Springs.

### Elite Management Services Homeowners Portal

The first website is EMS's site. Registering for their site allows you to access account information and community documents as well as submit annual dues via electronic payments. This site is mainly used for anything that deals with account balance (dues, fines, etc.), violations, and work order requests. You can register for their site by visiting **[portal.emspm.com/create-account](https://portal.emspm.com/create-account)**.

### Rock Springs HOA Official Website

The second site was made by, and is completely run by the Rock Springs Board. This site is continuously evolving to provide residents the best user experience. While we do not, at this time, take payments through our site, we do have many functions available that should prove to be very useful to you. There is an extensive list of contact information not only for the Board but also for city contacts and information on contractors used by the HOA. All reference materials, financial information, plats, governing documents, newsletters, forms, project updates, and a calendar of events can be easily accessed. Additionally, our site is the official means of voting in elections and on project proposals. ***It is imperative that you sign up for our website as this is the only way to submit an ARA for exterior modifications, and is now the only means for accessing the community newsletter.*** Some HOA events may require you to submit an RSVP on our site to be allowed to participate. **You can register for our site by visiting [www.rockspringshoa.com/register](https://www.rockspringshoa.com/register).**



**Once Again, Welcome to Our Community,  
We're Glad You're Here!**

# How to pay your dues on the EMS Portal

This page is to help you understand how to pay your HOA annual assessment through the new EMS Homeowner's Portal: [portal.emspm.com](https://portal.emspm.com)

Below you will find an explanation of the different ways to pay your dues this year. Remember, any payment submitted on or before December 31st qualifies for a \$25 discount. If you mail in a check, the postmarked date will be considered the date submitted. ACH payments made through your personal bank may take a few days to post, please keep this in mind. In regards to the early payment discount, ACH payments will be considered received when funds arrive at EMS. Please plan accordingly if using ACH as your payment preference.

## Fee-free options:

### Personal Check by Mail

Make check payable to:

Rock Springs Farms  
Care of EMSPM  
PO Box 52351  
Phoenix, AZ 85072

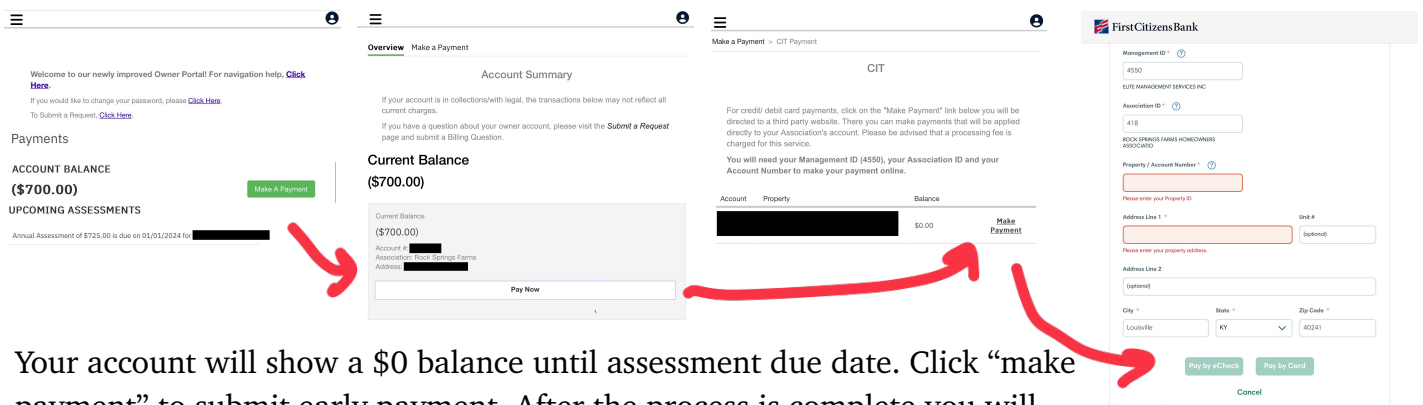
### Personal Bank ACH transfer

Must be set up with your personal bank. All banks require different information, contact EMS support if you need more information than the following:

Rock Springs Farms  
PO Box 52351  
Phoenix, AZ 85072  
(513) 401-7850

**Account ID:** can be found on EMS Portal under billing or by emailing [support@emspm.com](mailto:support@emspm.com)

## Pay through EMS Portal: (e-check fee: \$1.95, credit card fee: 4%)



The screenshots illustrate the payment process on the EMS Portal. The first screenshot shows the 'Make a Payment' page with a 'Current Balance (\$700.00)' and a 'Pay Now' button. A red arrow points from the 'Pay Now' button to the second screenshot. The second screenshot shows the 'CIT' (Credit Information Transfer) page with a table of accounts and a 'Make Payment' button. A red arrow points from the 'Make Payment' button to the third screenshot. The third screenshot shows the 'First Citizens Bank' payment page with fields for Management ID, Association ID, Property/Account Number, Address Line 1, Address Line 2, City, State, and Zip Code. A red arrow points from the 'Pay by eCheck' button to the fourth screenshot. The fourth screenshot shows the 'First Citizens Bank' payment page with the 'Pay by eCheck' button highlighted.

Your account will show a \$0 balance until assessment due date. Click “make payment” to submit early payment. After the process is complete you will show a negative balance until the due date. You will be sent to First Citizens Bank to complete payment securely. Please make sure pop-ups are allowed.