

Frequently Asked Questions

<ul style="list-style-type: none"> • How do I get a hold of Blue Mountain Community Management? 	<ul style="list-style-type: none"> • Office Hours: 8:00am - 5:00pm M – Th; 8:00am – 4:00pm F • Office: 503-332-2047 Fax: 503-746-5416 • Email: info@bluemountaincommunity.com
<ul style="list-style-type: none"> • What if I have an emergency that is threatening HOA Property? 	<ul style="list-style-type: none"> • If the matter is a fire and/or life emergency, call 911 first and then call our office to speak to the afterhours answering service. • For all other afterhours non-life-threatening emergencies (i.e. flooding, a downed tree, etc.) call our office and the answering service will assist you.
<ul style="list-style-type: none"> • How do I pay my HOA bill? 	<ul style="list-style-type: none"> • Mail a check with the payment coupon included with each statement. To mail a check, please send via post to: PO Box 7152 in San Francisco, CA 94120 • For online payment or setting up a reoccurring payment, go to https://app.townsq.io/associa/signup (<i>account number and zip code are needed</i>)
<ul style="list-style-type: none"> • How do I access my account through TownSq? 	<ul style="list-style-type: none"> • TownSq access can be found at: https://app.townsq.io/ais/sign-up
<ul style="list-style-type: none"> • When is my HOA payment due? 	<ul style="list-style-type: none"> • Payments are due on the 1st of the month they are assessed. • Blue Mountain Community Management gives homeowners a grace period through the 25th to get payments in without penalty.
<ul style="list-style-type: none"> • What is an Architectural Review Committee (ARC) application? 	<ul style="list-style-type: none"> • When you want to make changes to the exterior of your Lot (i.e. paint, build a shed, install a fence, etc.) you must apply to the ARC for review and approval. • You can go on-line and upload your plans to: https://www.associaonline.com/locations/contact/contact-us-service-requests or email info@bluemountaincommunity.com for further information. Include a simple drawing showing where your proposed improvements will be installed in correlation with the home on the lot, as well as a material list, paint/ stain colors if applicable, and sample pictures if available.
<ul style="list-style-type: none"> • How do I report a compliance matter? 	<ul style="list-style-type: none"> • At the direction of the board of directors, Blue Mountain conducts bi-monthly community inspections for compliance issues. • If you feel as though a compliance matter has been overlooked and needing to be addressed, feel free to send an email to: info@bluemountaincommunity.com. Be sure to include the name of the HOA, the address with the compliance issue, and what the issue is. All information provided will be kept confidential.
<ul style="list-style-type: none"> • Does the HOA maintain the landscape on my property? 	<ul style="list-style-type: none"> • No, the maintenance responsibility for the landscape on your property falls to the individual homeowner. The HOA landscaper is only responsible for the HOA common property.