APOGEE PROPERTY MANAGEMENT
PROPERTIES MANAGEMENT DEVELOPMENT

May 6, 2025

Unit Owner(s) of Chippewill Condominium Unit Owners Association

RE: New Property Management Company Starting June 1, 2025, and Payment Options

Dear Unit Owner(s):

It is our pleasure to announce that Apogee Property Management has been contracted by your Board of Directors to serve as the property management company starting June 1, 2025. As with all transitions from one management company to another, it is our goal to make your experience as seamless as possible.

- This welcome packet includes our contact information, payment options, owner information form, frequently asked questions and instructions on how to join the community portal.
- Please note to assist homeowners with the transition, we will be staffing the flex room next to the community pool on the following Wednesday dates and times: 5/28, 6/4, 6/11, & 6/18 from 10AM -2PM.

Our office address is as follows:

Apogee Property Management
5100 Bradenton Avenue, Suite E
Dublin, Ohio 43017

On Monday, June 2, 2025, please email or call us for any association related matters using the following contact information:

Office Manager: Carly Beck
Office Phone: 614-725-3095
Office Email: administration@apogeepm.com

If you have any questions regarding this mailing, please do not hesitate to contact our office. We look forward to serving you!

Sincerely,

On Behalf of the Board of Directors Chippewill Condominium Unit Owners Association

Apogee Property Management

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Payment Options:

- **Your June 2025 payment should be sent to Apogee Property Management – NOT SENTRY MANAGEMENT.**
- **Please cancel all forms of payment you have with Sentry Management.** All payments are due on the 1st of each month and are considered late if received after the 10th. So, allow time for mailing!

The following three (3) payment options are available starting June 1st:

- Complete the Automatic Payment (ACH) form enclosed and return it to us via email to administration@apogeepm.com or by mail to our office.
    a. Please have the form returned before June 1st to be enrolled in ACH for June. Forms received after June 1st will not be enrolled until July.
    b. ACH transactions take place around the 5th of each month and may take 24-48 hours to reflect the debit from your account.

We encourage you to sign up for our Automatic Payment option (ACH- see attached) because it saves the association money and streamlines the payment process.

- Mail your monthly payment directly to the bank with the payment coupon enclosed within this packet.
    a. Payment coupons for the remainder of the year are included in this packet. The mailing address for the bank is on the front of the coupon.
    b. Please make sure the check is made payable to *Chippewill Condominium Unit Owners Association* **NOT** *Apogee Property Management*.
- If you make your payment through your bank's Bill Payment service, please mail directly to the address on the payment coupon. Please make sure your account number or unit number is located on the check (the numbers can be found on the payment coupon right above your name).
- Drop off your June 2025 payment at Chippewill flex space room by the community pool between 10:00 am and 2:00pm EDT.
    a. An Apogee staff member will be able to assist you on Wednesday, 5/28, 6/4, 6/11, & 6/18 on these dates only.

If you have any questions regarding payment options, please contact our office.

Apogee Property Management
5100 Bradenton Avenue, Suite E, Dublin, OH 43017
Phone: 614-725-3095
Email: administration@apogeepm.com

AUTHORIZATION AGREEMENT FOR DIRECT PAYMENTS (ACH DEBITS)

I (we) hereby authorize Apogee Property Management, to initiate debit entries to my (our) Checking Account or Savings Account indicated below at the depository financial institution named below, hereinafter called DEPOSITORY, and to debit the same to such account. I (we) acknowledge that the origination of ACH transactions to my (our) account must comply with the provisions of U.S. law.

Depository Name: _____ Branch: _____

City: _____ State: _____ Zip:_____

Circle one: Checking Savings

Routing Number: _____

Account Number: _____

ATTACH VOIDED CHECK HERE

This authorization is to remain in full force and effect until APM has received written notification from me (or either of us) of its termination in such time and in such manner as to afford APM and Depository a reasonable opportunity to act on it.

Name(s): _____Unit Address: _____

Date:_____ Signature: _____

Return original form with voided check attached to:
Apogee Property Management
5100 Bradenton Ave. Suite E
Dublin, OH 43017

Answers To Frequently Asked Questions

1. **Who is the management company and where is their office located?**
   - Apogee Property Management – 5100 Bradenton Avenue, STE E, Dublin, OH 43017
2. **How do I contact the management company?**
   - You can email them at: administration@apogeepm.com or you can call them at 614-725-3095
3. **How do I access the Owners Web Portal Condoweb.app?**
   - Please email administration@apogeepm.com and an invite will be emailed to you
4. **How do I contact the management company for an emergency?**
   - Call 911 for water, fire, or any criminal activity
     - An emergency is defined by any activity that would risk the safety and welfare of the community property and its residents
   - Then call our office number 614-725-3095 and follow the message prompts
5. **How do I update our owner information form?**
   - You can download a blank owner information form through the web portal: **Condoweb.app** and email it to administration@apogeepm.com. **Any changes you try to do through the web portal will not be saved on the portal and needs to be completed by an Apogee team member**
   - Request a blank owner information form by emailing administration@apogeepm.com or calling 614-725-3095 Fill out the form and email or mail it back to Apogee
6. **How do I set up Automatic Payments (ACH)?**
   - You can download a blank automatic payment form (ACH) form through the web portal: **Condoweb.app** and email it to administration@apogeepm.com
   - Request an ACH form by emailing administration@apogeepm.com or calling 614-725-3095
7. **What if I don't have a VOIDED check attached to my ACH form?**
   - A VOIDED check is highly recommended, but you can still submit the ACH form without a VOIDED check. Please ensure the Account and Routing number are written legibly and on the correct line. If the ACH is returned due to incorrect information, the fees from the bank will be assessed to your account.
8. **How do I request maintenance or architectural services?**
   - You can request maintenance or an architectural request through the owner's web portal by submitting a "Request or Archit. Request": **Condoweb.app**. A photo and/or completed request form is required to submit a request.
   - Email administration@apogeepm.com. A photo and/or completed request form is required to submit a request
9. **How can I check my account balance/statement?**
   - You can access your account balance through the owner's web portal: **Condoweb.app.**
10. **How do I report an enforcement or rules violation?**
    - Email administration@apogeepm.com Photo/video evidence is required to submit a complaint
11. **How will I receive communications from the management company or Board of Directors?**
    - Formal notices that may require action by the unit owner will be mailed to the mailing address on file
    - Informational notices will be sent to all unit owners via email on file
      - ***If you do not have any electronic means to receive Association communications, please contact our office at 614-725-3095 for alternative method to receive these communications***
12. **How do I pay my water-sewer bill?**
    - You will continue to pay Edge Utilities directly. Water-Sewer billing information is sent directly to the Unit Owner by Edge Utilities based on the readings of the sub-meter located in each unit
13. **How do I get a pool pass card replacement?**
    - If your pool card has been lost or misplaced, you may obtain a replacement card by written request to administration@apogeepm.com; the fee is $100.00 (checks payable to the Chippewill Condominium Association)

Chippewill Condominium Unit Owners Association

Managed by: Apogee Property Management

Subject: Introducing Your New Community Web Portal & App

Dear Unit Owner,

We are pleased to announce that we have an owner's web platform for Chippewill Condominium Unit Owners Association. This tool will allow you to stay connected with your community.

You will be able to view news, announcements, online resource center for accessing important association documents and forms, look up account information, check payment history, update personal contact information and much more.

You will receive an invitation by email to join Condoweb.app on Monday June 2nd, 2025. Please see the following for explanations on how to create your account.

If you do not receive an invitation, please send an email to administration@apogeepm.com . An email must be on file to receive an invitation, so please be sure to complete your owner information form included in your welcome packet.

Once received, follow the instructions in the email to create your account and choose your password.

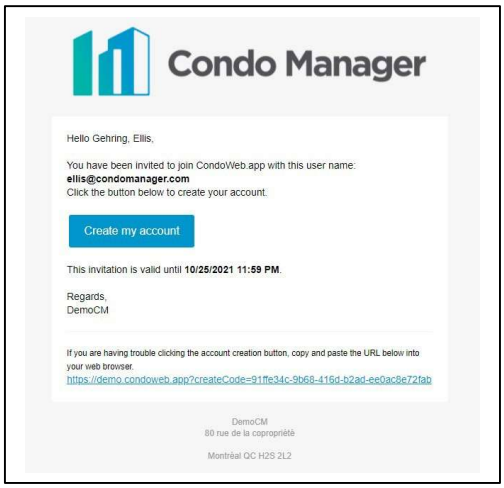
If you have any problems logging in, Apogee will have someone at the Chippewill Flexspace between 10 am and 2pm EST only on the following Wednesdays: *5/28, 6/4, 6/11, & 6/18* to assist you.

Sincerely,

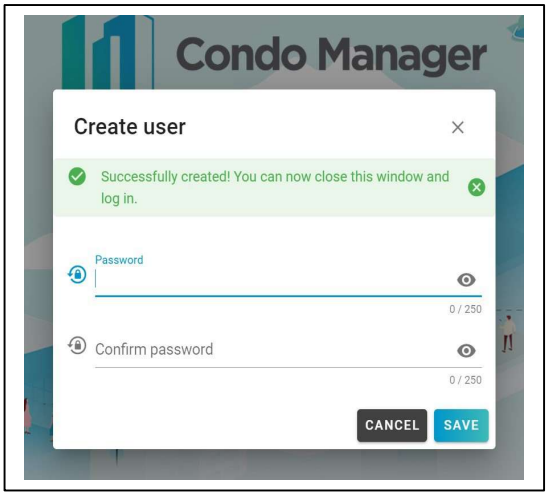
On Behalf of the Board of Directors for Chippewill Condominium Unit Owners Association

Apogee Property Management

Step #1: On June 2nd, you will receive an invitation by email to access the owners' web portal "condoweb.app", that will look like this below.



Step #2: In the email, click on the "blue" button – Create My Account. You will be forwarded to condoweb.app web site in the "Create User" screen that will look like this below.

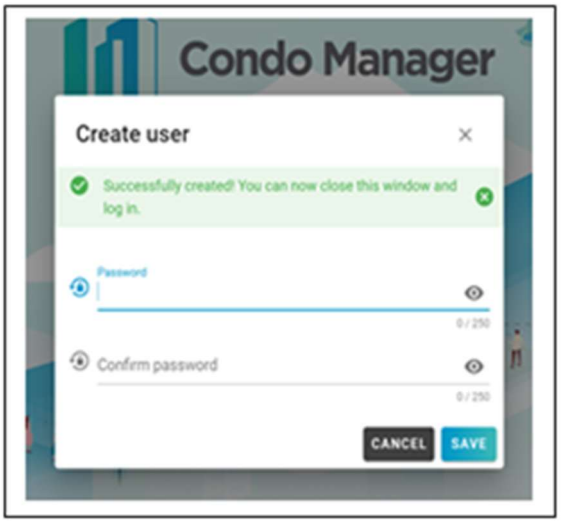


Step #3: Type in a password that contains at least eight characters, with at least one capital letter, one numeral, and one special character, such as: ?, !, $.

EXAMPLE: l$C1952f

Type Again the password on the 2nd line to confirm, then click on the "blue" button – SAVE.

The window should display in "green" a message that the "User" creation is successful. Now close this window.



Step #4: Type your user's name which is your email address and the password you created previously.

Click on the "blue" button - LOGIN and you should now have access into the Portal

Chippewill Condominium Unit Owner's Association

Condominium Owner Information 2025

Please complete this form and return it to the property management company by July 15th, 2025. All unit owners are required to complete and return this form.

Owner Information:

Owner Name(s): _____

Home Address: _____

Mailing Address (if different from condo): _____

Phone Number: _____ Email: _____

Occupant Information:

Is this house a rental unit? (circle one) YES NO Is this house currently vacant? (circle one) YES NO

Lease Duration (if applicable): _____/_____/_____ - _____/_____/_____

Occupant Name: _____ Phone (c): _____

Phone (h): _____

Email: _____

Occupant Name: _____ Phone (c): _____

Phone (h): _____

Email: _____

Occupant Name: _____ Phone (c): _____

Phone (h): _____

Email: _____

Pet Information:

Cat or **Dog** Breed: _____ Color: _____ Weight: _____ License No.: _____

Cat or **Dog** Breed: _____ Color: _____ Weight: _____ License No.: _____

Cat or **Dog** Breed: _____ Color: _____ Weight: _____ License No.: _____

Vehicle Information:

Make: _____ Model: _____ Year: _____ Color: _____ Plate: _____

Make: _____ Model: _____ Year: _____ Color: _____ Plate: _____

Make: _____ Model: _____ Year: _____ Color: _____ Plate: _____

Mail to: Apogee Property Management, 5100 Bradenton Ave. Suite E Dublin, OH 43017
Email to: administration@apogeepm.com

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