



3416 OLANDWOOD CT. SUITE 210  
OLNEY, MD 20832  
301.924.4050 (T)  
301.924.9389 (F)  
[www.IKOCM.com](http://www.IKOCM.com)

October 20, 2021

RE: Derwood Station Homeowners Association 2 - New Management Company

Dear Unit Owner:

IKO Community Management is pleased to announce that the Board of Directors has selected IKO as the Managing Agent for your Association effective November 1, 2021. My name is Thelma Adams, and I am the Transition Coordinator for your community. It is our policy that during the onboarding process of a community that you have a person specifically assigned to assist the Board and Owners in getting set up with IKO properly. I am excited to start working with your Board of Directors and getting to know the members of the community. I, along with the other members of our team, are committed to providing your community with a personal, yet professional style of management that helps create a strong sense of community, while maintaining the value and integrity of your properties. After the transition period, typically 60 days, your primary contact will transition to your Community Manager, who will be introduced by separate letter at that time.

IKO is a full-service property management company serving Homeowners Associations, Condominiums, Cooperatives, and Professional Office Complexes throughout the metropolitan area. As your Association's managing agent, we will assist the Board with running the day-to-day operations of the community. The Association, with the professional management services of IKO is responsible for adhering to and ensuring members' compliance with Association governing documents, billing, collection of assessments, managing vendors, and maintaining the property standards set for your community. IKO's Community Manager meets regularly with your Board of Directors to review and report on the quality of vendor services, maintenance issues, owner compliance, and overall operations of your Association.

To ensure that your community receives our highest level of service, we believe it is important that you have our contact information directly available to you.

**Phone #:** (301) 924-4050  
**Email:** [info@ikocm.com](mailto:info@ikocm.com)

**Emergency #:** 888-320-0326  
**Website:** [www.IKOCM.com](http://www.IKOCM.com)

**Office Hours:** Monday – Friday 8:30 - 4:30 p.m.

In the event of an after-hours emergency, we always have one of our team members on-call. Our **emergency number is 888-320-0326**. *A true emergency consists of anything that threatens life or property.*

As Managing Agent, we are responsible for collecting your Association fees. You will be receiving your 2022 invoices for submission of your assessment payments in December. If you normally pay your assessments by check, **please make sure to include your new account number on your check for all payments made**. Checks are to be mailed to the address below and make you check out to your association.

**Derwood Station Homeowners Association 2  
P.O. Box 61024  
Newark, NJ 07101**

**If you have a pre-paid balance (credit) on your account, that information will transition to your new IKO account during the final management transition, and the same applies if you are carrying**

**an outstanding (delinquent) balance.** Please note it may take a few weeks before the complete balance information ports over from the prior management company. Also, any payments mailed to the prior management company will be forwarded to our office, so any payments during the interim transition timeframe will be captured, although the posting of those payments may be delayed. **If you were on an ACH (direct debit) through the prior management company, you will need cancel that service, and instead register for the new service as detailed on the attached payment information sheet with IKO. Alternatively, if you had Bill Pay set up through your own bank (where your bank mails a check to the management company), you will need to update the payment information noted for the new mailing address and be sure the check references your new IKO account number.**

By separate letter and email, you will receive instructions on how you can register to gain access to your account through a **secure homeowner portal**. **You can begin registering after November 1, 2021.** Your new account number is NOT required to register—just owner name and property address. Once Payment rights are active in the system, you will be able to make your payments from your checking account or via credit card, either one-time or recurring payments. There is **NO FEE** for payments by e-check/ACH, although a bank service fee is charged for credit card payments. All payments are processed via the IKO Portal using the secure Click Pay service. Additional payment details are enclosed with this letter.

**Community Portal (<https://portal.ikocommunitymanagement.com/>):** The first place to go is your Association's IKO Portal that provides 24/7 access. The Portal provides access to your owner account, online payments, documents, requests (including architectural requests, service items, non-compliance issues, and more), directories, and a community calendar.

If we were provided your email address from the prior management company, you will receive an email with the login information for your IKO Portal. If we do not have an email address on file, or if you do not receive that message by the end of November, please create a Portal Login. If you have any difficulty, please email us at [Info@IKOcm.com](mailto:Info@IKOcm.com) or contact us at (301) 924-4050.

Please include your account number in the memo line of all payments remitted by mail. Most communication sent to owners is via email, so it is important to keep your information current. Please contact us if you have any questions about accessing or using the Portal.

Finally, we have received your general contact information from your prior management company, but in order to ensure that our records are as up to date as possible, we request that you update your information. There are two ways to do that:

1. Create your portal access and update your Resident Information on the Portal; or
2. Fill out the enclosed Resident Information Form - Once completed email it or mail it to IKO

Both the portal and form have an "Opt-In" section, by selecting it you allow us to send you all notifications via email instead of regular mail. Help us save the Association printing and postage expense by doing so.

Once again, we are happy to be entrusted with the community management responsibilities for your community, and our team will work hard to show that they have made a good choice. All of us at IKO Community Management extend our best wishes to all of you, and we look forward to beginning our new position as your Community Management Team!

Sincerely,

**IKO COMMUNITY MANAGEMENT**

*Thelma K. Adams*

Transition Coordinator  
SVP – Chief of Staff



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## **PAYMENT PORTAL & PAYMENT ADDRESS INFORMATION**

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*Please make note of the following important information for the ways we accept your payments.*

### **ADDRESS FOR PAYMENTS**

***The mailing address for accepting payments made by paper check, money order, and Online Bill Pay is below.*** If you pay by check or money order, please mail your payments to the address below moving forward. ***If you pay through your own bank's Online Bill Pay feature, please log in to your own online bank account and update the payee's address as follows:***

**P.O. Box 61024  
Newark, NJ 07101**

Checks should continue to be made payable to the Association name listed on your coupon. Include the remittance slip with your payments by mail and make sure to include your property account number (found on your coupon) in the notes section of your check or your Online Bill Pay settings.

### **ONLINE PAYMENT PLATFORM**

If you are not currently using the Online Payment System, we encourage you to do so. Payments through the IKO Owner Portal, with ClickPay, provides you with a simplified and secure method of making payments online. Owners can set up automatic recurring or one-time payments online by e-check (ACH) from a bank account for free or process payments with any major credit or debit card for a fee. If you wish to set up payments for online processing, visit IKO's Owner Portal at: <https://portal.ikocommunitymanagement.com/> and follow the steps to register. Once registered, you will receive an email with your login credentials. Then through your account you can set up your payment preference. You will be required to verify the property account number (found on your coupon) and input your current banking information (bank account and routing number).

For help with online payments, visit ClickPay's support center at: [www.ClickPay.com/Help](http://www.ClickPay.com/Help) for access to FAQ's, step-by-step walkthroughs, email and phone support, and live chat.

**DERWOOD STATION HOMEOWNERS ASSOCIATION 2**  
**Resident Contact and Information Sheet**

Name(s): \_\_\_\_\_

\_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Mailing Address:  
(if different) \_\_\_\_\_

\_\_\_\_\_

Home Phone: \_\_\_\_\_

Work Phone: \_\_\_\_\_

Cell Phone: \_\_\_\_\_

2<sup>nd</sup> Owner  
Work Phone: \_\_\_\_\_

2<sup>nd</sup> Owner  
Cell Phone: \_\_\_\_\_

Email: \_\_\_\_\_

**Optional Electronic Notification (Check ONE)**

\_\_\_\_\_ This is to confirm that I would like to receive all information regarding Board meetings and Association annual meetings, including notice thereof, and any other community communications, news, and announcements electronically at the following email address(es). I recognize that this does not apply to any invoices or legal notices that are specific to my home/unit.

\_\_\_\_\_ This is to confirm that I would like to receive email notification and announcements from the HOA Board and/or IKO Community Management, but continue to receive hard copy information as well.

*Please print clearly*

Primary e-mail address: \_\_\_\_\_

Secondary e-mail address (if desired): \_\_\_\_\_

Derwood Station Homeowners Association 2 Address (if different from Mailing Address):

\_\_\_\_\_

By signing below, I understand that *I will cease to receive* information from the Association by ordinary (postal) mail, except as noted above and except for documents that may not be disseminated electronically, or unless I advise the Board in writing that I would like to discontinue the use of e-mail.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Signature (if jointly owned): \_\_\_\_\_ Date: \_\_\_\_\_

Tenant Name(s): \_\_\_\_\_

Tenant Phone: \_\_\_\_\_

Tenant Email: \_\_\_\_\_

**PLEASE RETURN TO:**

**Derwood Station Homeowners Association 2**

C/O IKO Community Management

3416 Olandwood Court, Suite 210

Olney, MD 20832

**Phone: 301-924-4050**

**Fax: 301-924-9389**

**Email: [CGordan@ikocm.com](mailto:CGordan@ikocm.com)**