



ASSOCIATION MANAGEMENT

## Frequently Asked Questions

### **What is my account number?**

Visit our website ([www.yorkproperties.com/associationmanagement](http://www.yorkproperties.com/associationmanagement)) and find your community in the “Find Your Community” search bar, then register to retrieve your account number.

### **What if I do not receive my coupon book by January 1?**

You still need to mail your check to PO Box 97545, Raleigh, NC 27624.

### **What phone number is associated with PO Box 97545, Raleigh, NC 27624?**

There is not a phone number associated with that address. You can use our office number: (919) 821-1350.

### **Do I make my check payable to York?**

No. It should be made payable to your association.

### **What is the address I should mail payments to?**

PO Box 97545, Raleigh, NC 27624

### **Will my automatic draft I have set up through York still take place?**

No. You need to fill out the draft form we sent you and return it with a voided check to our office 2108 Clark Avenue, Raleigh, NC 27605.

### **When can the automatic draft begin?**

If you return your automatic draft form and voided check to our office by the 15th of the month the draft can begin the following month. (Example: Return by February 15th and it can begin March 1st.)

### **I don't see my association's name listed in the “Find Your Community” section of the website.**

You may need to find out the exact name of your association. You can look this up on the Wake County Register of Deeds by your property address <http://services.wakegov.com/realestate/>

### **I lost my draft form, where can I get a new one?**

They are available on our website ([www.yorkproperties.com/associationmanagement](http://www.yorkproperties.com/associationmanagement)) or you can stop by our office and request one from the receptionist. We are located at 2108 Clark Avenue, Raleigh, NC 27605

### **Why do I need to register on the website if I pay by coupon?**

The website will enable you to view your account balance, obtain documents or forms pertaining to your association, submit work orders, submit architectural requests, communicate with your board members and much more.

### **I don't have a computer. What can I do?**

You can continue to pay by coupon book if your association offers that option or return your automatic draft form to our office.