

Peach Creek Plantation POA (Cleveland)



Frequently Asked Questions

Architectural

- **What types of exterior modifications can I make to my home without requiring approval of the association?**

All exterior modifications or improvements should be approved through the community association's architectural control process. Please visit [TownSq](#) and venture over to the Architectural Review Tab and select Submit Project.? For owners that do not utilize [TownSq](#) please send your submissions to HOUarchitectural@goodwintx.com (<mailto:HOUarchitectural@goodwintx.com>). For any questions, please contact 281-706-8959.

Board Meetings

- **How do I find out when the next Board meeting takes place?**

Board Meeting dates and times are typically noticed via the News and Events section of [TownSq](#). If you have registered your email address, we will also send meeting details via email in advance of the meeting.

- **Where can I find copies of the most recent Meeting Minutes?**

Meeting minutes are typically posted in the Documents section of [TownSq](#), but can also be obtained by contacting your community manager.

Common Area Maintenance

- **What does the Association maintain and what am I responsible for maintaining?**

Homeowners are responsible for maintaining their property. The HOA is responsible for the common areas.

- **I need to report a maintenance issue to a common area in the community...**

We sincerely appreciate your efforts in alerting our management team of any maintenance issues in your community. Please submit a request via please submit a request via [TownSq](#) and include a picture and as much detail as possible where applicable. You will be able to track the status of your request via [TownSq](#).

- **What is the trash/waste pick-up schedule for my community?**

Property owner preference for trash collection, you can use any company.

- **What is the bulk pick-up schedule for my community?**

Depends on the company they use (see above).

- **How do I get electric/gas/water/trash service?**

Peach Creek Plantation is not in a MUD district.

Property owner preference for gas/energy company, can use any company.

- **How do I get a mailbox key?**

Please contact your local United States Postal Center for instructions on obtaining your mailbox key or contact a locksmith if your house was purchased as a resale.

Compliance

- **I just received a violation notice. Who can I talk to about it?**

Covenant violation related inquiries can be directed to our Compliance Department at houcompliance@goodwintx.com. Additional contact information is available on the notice you received.

- **I need to report an issue with a neighbor's home.**

Please submit a request via please submit a request via [TownSq](#) and include a picture and as much detail as possible where applicable.

- **When does your compliance driver come through our community?**

The schedule will vary, but our compliance drivers typically visit the community on a bi-weekly basis.

- **Is there a list of do's and don'ts I can give to my tenant?**

A copy of the community's Covenants, Conditions and Restrictions can be found on your community's website by visiting www.goodwintx.com and entering your community name in the "Find My Community Page" field at the top right corner of our webpage. They are also available in [TownSq](#) by selecting Documents – Governing Documents

Contacts

- **Who can I reach for help?**

We have a team of industry professionals standing by to assist you. Here are the various ways you can reach us:

[TownSq](#) App: Submit a request via our web and mobile application.

Customer Service Team: Available Monday-Friday, 8:00 AM-6:00 PM.

855-289-6007 or info@goodwintx.com. Live Chat is available on our website at www.goodwintx.com.

Compliance Team: Covenant violation related inquiries can be directed to houcompliance@goodwintx.com.

- **How can I reach the Board of Directors?**

You are invited to address the Board of Directors at the next scheduled Board Meeting or by submitting a request via [TownSq](#).

Documents

- **Where can I find the governing documents of the association?**

A copy of the community's governing documents can be found on your community's website by visiting www.goodwintx.com and entering your community name in the "Find My Community Page" field at the top right corner of our webpage. They are also available in [TownSq](#) by selecting Documents – Governing Documents

Financial

• **What is my balance?**

You can view your account balance by logging in to [TownSq](#). You may also request your balance by contacting our Customer Service team Monday-Friday, 8:00 AM-6:00 PM by phone, 855-289-6007, or via email at info@goodwintx.com. Live Chat is available on our website at www.goodwintx.com

• **How do I pay my assessment?**

For your convenience, we offer several payment options:

Option 1: Mail-In Your Payment to the following address:

(HPCP) – Peach Creek Plantation

c/o Goodwin Processing Center

PO Box 93447

Las Vegas, NV 89193-3447

Option 2: [TownSq](#) website (www.townsq.io) or mobile application. Your account balance is also available by accessing your [TownSq](#) account.

From the web:

- Login to [TownSq](#) at <https://app.townsq.io/login>
- From the top of your home page feed, select the account you'd like to make a payment on.
- Click "make a payment" to choose from a menu of options including pay your open balance, set up a recurring payment or make a one-time custom payment.
- From the [TownSq](#) App:
- From the top of your mobile feed, choose the account you'd like to make a payment on.
- Click "make a payment" to choose from a menu of options including pay your open balance, set up a recurring payment or make a one-time custom payment.

[TownSq](#) offers both ACH and debit/credit card payment options. When making credit card payments online, there is a \$1.95 convenience fee plus 3.5% of the total payment amount. This fee is based on your assessment. When making a payment via e-check, there is a \$1.95 convenience fee.

Option 3: Bank Bill Pay Service - If you use a bill payment service that automatically makes payments for you, please change the name of the payee and the address for payment to the PO Box address referenced above. You will need to note your account number and association code (HGPH) in the memo section of your check.

• **Can I pay my assessment with a credit/debit card?**

Yes, credit/debit cards are accepted through [TownSq](#).

From the web:

- Login to [TownSq](#) at <https://app.townsq.io/login>
- From the top of your home page feed, select the account you'd like to make a payment on.
- Click "make a payment" to choose from a menu of options including pay your open balance, set up a recurring payment or make a one-time custom payment.
- From the [TownSq](#) App:
- From the top of your mobile feed, choose the account you'd like to make a payment on.
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[TownSq](#) offers both ACH and debit/credit card payment options. When making credit card payments online, there is a \$1 convenience fee plus 3.5% of the total payment amount. This fee is based on your assessment. When making a payment via e-check, there is a \$1 convenience fee.

What is my property code? HPCP

When is my assessment due?

Your assessments are due Annual, on January 1st and will become delinquent after January 31st. If you need assistance in submitting your payment, please contact our Customer Service team Monday-Friday, 8:00 AM-6:00 PM by phone, 855-289-6007, or via email at info@goodwintx.com. Live Chat is available on our website at www.goodwintx.com

• **Are there any fees associated with online payments?**

When making credit card payments online, there is a \$1.95 convenience fee plus 3.5% of the total payment amount. This fee is based on your assessment. When making a payment via e-check, there is a \$1 convenience fee.

• **Why does my account show a negative number?**

A negative number means that you have a credit balance.

• **I received a letter about a past due assessment. Who can I talk to about these fees?**

Contact our Customer Service team Monday-Friday, 8:00 AM-6:00 PM by phone, 855-289-6007, or via email at info@goodwintx.com. Live Chat is available on our website at www.goodwintx.com.

• **Who can I talk to about setting up a payment plan?**

Contact our team at delinquencies@goodwintx.com. A member of our team will be happy to assist you however possible.

• **What is my assessment paying for?**

Your community's assessment pays for the operating expenses of the association. This can include utilities, road maintenance, landscaping, amenity maintenance, insurance, etc. You may request a copy of your Association's budget by contacting our Customer Service team Monday-Friday, 8:00 AM-6:00 PM by phone, 855-289-6007, or via email at info@goodwintx.com. Live Chat is available on our website at www.goodwintx.com. You can also submit a request through [TownSq](#).

• **Where can I find my account number?**

You can find your account number in your billing statement or coupon book. If you cannot locate your account number, please contact our Customer Service team at 855-289-6007.

Insurance

• **My lender is asking for a copy of the association's insurance. Where do I get this information?**

Contact our Customer Service team Monday-Friday, 8:00 AM-6:00 PM by phone, 855-289-6007, or via email at info@goodwintx.com. Live Chat is available on our website at www.goodwintx.com. You can also submit a request through [TownSq](#).

Owner Information

• **How do I update my contact information / mailing address?**

Contact our Customer Service team Monday-Friday, 8:00 AM-6:00 PM by phone, 855-289-6007, or via email at info@goodwintx.com. Live Chat is available on our website at www.goodwintx.com. You can also submit a request through [TownSq](#).

Resales

• **How do I get a lender questionnaire completed?**

Lender questionnaires can be ordered via the **Community Archives** <https://marketplace.communityarchives.com/login> (<https://nam10.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmarketplace.communityarchives.com%2Flogin&data=05%7C01%7CSteven.Binns%40goodwintx.com%7C8fc368c858f44473c1a508daf4ea0faa%2>)

• **How much does a lender questionnaire cost?**

Visit the **Community Archives** <https://marketplace.communityarchives.com/login> (<https://nam10.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmarketplace.communityarchives.com%2Flogin&data=05%7C01%7CSteven.Binns%40goodwintx.com%7C8fc368c858f44473c1a508daf4ea0faa%2>)

• **Where do I obtain a resale certificate?**

Resale Certificates can be ordered via the **Community Archives** <https://marketplace.communityarchives.com/login> (<https://nam10.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmarketplace.communityarchives.com%2Flogin&data=05%7C01%7CSteven.Binns%40goodwintx.com%7C8fc368c858f44473c1a508daf4ea0faa%2>)

• **I'm the Lender and would like to get a statement. Is there a charge for this?**

A statement can be ordered via the **Community Archives** <https://marketplace.communityarchives.com/login> (<https://nam10.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmarketplace.communityarchives.com%2Flogin&data=05%7C01%7CSteven.Binns%40goodwintx.com%7C8fc368c858f44473c1a508daf4ea0faa%2>)

TownSq

• **What is TownSq?**

[TownSq](#) is an all-in-one mobile app designed to help you connect, collaborate and stay up-to-date with your community – any time on any device. [TownSq](#) streamlines operations for board members and simplifies community living for homeowners. With [TownSq](#), you can:

- Easily communicate with neighbors, community managers, and board members
- Manage your account and pay online
- Get up-to-date community news and events

- Request and review status of service inquiries
- Participate in community polls
- Access community forms and documents
- And more...

• **How do I register for TownSq?**

Registering for TownSq is fast and easy. Follow the steps below to get started:

1. Visit <https://app.townsq.io/ais/sign-up>
2. Enter your Account Number and Zip code (Physical property address)
3. Provide your email address and create a password

• **I'm getting an error when I try to register for TownSq. Can you help?**

Contact our Customer Service team Monday-Friday, 8:00 AM-6:00 PM by phone, 855-289-6007, or via email at info@goodwintx.com. Live Chat is available on our website at www.goodwintx.com.

• **How do I change my email preferences for TownSq notifications?**

Once you have logged in to TownSq, you can edit your notification preferences by editing your profile. To edit your profile, click on your name in the top right-hand corner of the TownSq page and a drop down will appear with the "Edit Profile" link.

• **How do I submit a request in TownSq?**

Once you have logged in to TownSq, click the "Requests" link on the menu bar on the left-hand side of your screen.

• **I forgot my TownSq password, how can I reset it?**

Visit <https://app.townsq.io/user-recovery> to reset your password.

Peach Creek Plantation POA (Cleveland)

Peach Creek Plantation Login/Register (<https://app.townsq.io/login>) to view your account.



(<https://apps.apple.com/us/app/peach-creek-plantation-poa/id1006610066>) (<https://play.google.com/store/apps/details?id=br.socialcondo.app>)

Association

Peach Creek Plantation POA (Cleveland)

Cleveland, TX 77328

Management Company

Goodwin & Company

Website (<http://www.goodwintx.com>)