

# Introduction Letter



January  
2024

CANYON OAKS  
OF  
EL SOBRANTE  
HOMEOWNERS  
ASSOCIATION

## Your Board of Directors:

*Vice President*  
Eric Frehe

*Treasurer*  
Jeff Bramble

*Secretary*  
Holvis Delgadillo

*Director*  
George Doran

## Introducing Collins Management

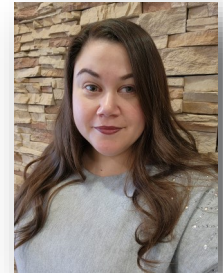
After careful analysis, interviewing, and deliberation, the Board of Directors, acting on behalf of the association, contracted with Collins Management to assume the management duties of the Canyon Oaks of El Sobrante Homeowners Association effective **February 1, 2024**. This newsletter is an introduction to your new management company and will explain Collins Management's role in the operation of the association.

Founded in 1989, Collins Management specializes in the management of homeowners associations, commercial properties and non-profit corporations, with a dedication to teamwork and customer service. The manager assigned to the day-to-day operation of your community will be Nicole Fisher, CCAM. Under the close direction of the Board of Directors, the association manager will be responsible for the enforcement of the governing documents and rules, and will also assist with oversight of the common area maintenance and repairs, and resident and vendor communication. To learn more about Collins Management, please visit [www.collins-mgmt.com](http://www.collins-mgmt.com).

Collins Management — Corporate Office  
500 Alfred Nobel Dr, Suite 250, Hercules, CA 94547  
Tel: (800) 557-5179 | Fax: (510) 262-1797

### Meet Your Manager: Nicole Fisher, CCAM

Nicole joined Collins Management in 2022, bringing with her over 15 years of experience with Asset, Project, and Property Management. She's worked closely with local municipalities and agencies in various capacities. She focuses on providing top-notch customer service, employing problem-solving techniques, strategic planning, time management, cost control, and strong leadership to manage her associations, ensuring overall success. As a Bay Area native, Nicole enjoys road trips, hiking, and spending quality time with her family. She looks forward to building strong relationships with all of you.



## IMPORTANT - Paying your Monthly Assessments

The procedure for paying your monthly assessments **will change** effective **February 1, 2024**. **Your February Statement with a payment remittance coupon is included with this mailing.** Mail your check (payable to Canyon Oaks of El Sobrante HOA) to Alliance Association Bank, at the address below. Please write your **NEW HOA** account number, found on the enclosed statement, on the memo line of your check, so that your payment can be properly credited to your account. If you prefer to make electronic payments, please see the options described on page 3. **There will be no late fees charged for payment issues experienced during the month of February 2024.**

Canyon Oaks of El Sobrante Homeowners Association  
c/o Collins Mgmt. Co. Processing Center  
P.O. Box 96624  
Las Vegas, NV 89193-6624

## MONTHLY ASSESSMENTS - CONTINUED

As always, your monthly assessment is due by the 1st of the month and is considered delinquent and subject late fees in accordance with the delinquency policy adopted by the Association. Owners who become delinquent will receive late notices from Collins Management. Collins Management has received a roster of the Association Members and has entered the owners' names and addresses into our accounting software. There may be errors or omissions in the appearance of your name on the enclosed statement. Please review, and if any errors are found, please contact Collins Management at [info@collins-mgmt.com](mailto:info@collins-mgmt.com) so that we can update our records immediately.

## IN CASE OF AN EMERGENCY

Collins Management's office hours are 9 AM to 5 PM, Monday through Friday. However, a member of the staff is available for property emergencies 24 hours a day, seven days a week. If you witness an after-hours emergency, please call (510) 262-1795. When you call this number during non-business hours, the voice mail system will provide you with the after-hours emergency phone number. If you are experiencing a crime or health emergency, please call 911!

## CONTACT INFORMATION

Collins Management strives to reach residents promptly and needs your cooperation to achieve swift communication. Please take a few moments to complete the "Update Resident Information" form at this link: <https://www.collins-mgmt.com/homeowner-portal>, or you may use the form included with this mailing. Please provide complete contact information for BOTH the owner and tenant (if applicable). Your contact information will only be used for association business. Per your governing documents, all homeowners need to provide adequate contact information to the association's management office. **Per civil code 4740, prior to renting or leasing his or her separate interest as provided by this section, an owner shall provide the association verification of the date the owner acquired title to the separate interest and the name and contact information of the prospective tenant or the prospective tenant's representative.**

## CONSENT TO ELECTRONIC TRANSMISSION OF COMMUNICATIONS

If you would prefer to receive association communications electronically rather than by mail, please go to <https://www.collins-mgmt.com/email-consent> and sign the online form to give your consent for Collins Management to send you important association documents electronically (Civil Code 4040.a.2). By doing this, you will save the association copying and postage costs, and have a convenient way to receive and store your Association communications. The consent form is also included in this mailing.

## COMING SOON! THE NEW CANYON OAKS HOMEOWNERS ASSOCIATION WEB PORTAL

Those who have provided us with email addresses will soon receive an email inviting them to register for the Association's new web portal, Condoweb via Collins Management. On this web portal you will have access to important association documents, be able to look up your account information, update personal contact information, sign up for email correspondence, submit and review updates on maintenance requests, plus much more. Access to the web portal is restricted to only members of the Association.

## ONLINE SERVICES AT [WWW.COLLINS-MGMT.COM](http://WWW.COLLINS-MGMT.COM)

While the Association's password protected web portal is forthcoming, you can still conduct a significant amount of business at [www.collins-mgmt.com](http://WWW.COLLINS-MGMT.COM), including making online payments, updating resident contact information, requesting maintenance, and electronic document consent. From here, you may also log into the password protected web portal once it goes live.

**No matter what method of payment you currently use, you will need to take steps to update it.**

We strive to help avoid any confusion during the transition and please remember, there will be no late fees charged for issues experienced during the month of February 2024.

**Option A - If you normally pay by mailing a check:**

You have been assigned a new HOA Account Number which you will find on the statement enclosed with this mailing. Please mail your February payment to the new remittance address below and reference your new HOA account number on the check.

Canyon Oaks of El Sobrante Homeowners Association  
c/o Collins Mgmt. Co. Processing Center  
P.O. Box 96624  
Las Vegas, NV 89193-6624

**Option B - If you currently pay ONLINE or by AUTO-PAY with the Association's bank via the outgoing management company:**

You will need to set up a new account to make payments online or to set up scheduled payments (auto-pay) on the Association's NEW bank's website.

Link to Alliance Association Bank's online payment site:

[www.collins-mgmt.com/alliance](http://www.collins-mgmt.com/alliance)

You will be asked for the following information to add your property once you have registered with Alliance Bank or when making a one-time payment:

Management Company ID: **7443**

Association ID: **COH**

Property/HOA Acct. Number: **Enter full account number shown on the statement, including the last two zeroes, but omit the decimal point.** (Example: for 34110.00 you would enter it as 3411000)

**Option C - If you normally pay using your OWN personal bank's Bill Pay system:**

You will need to **update the payment remittance address** (shown below) for the payee (Canyon Oaks of El Sobrante Homeowners Assn.) and reference your new HOA Account Number in your personal bank's online bill pay system.

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In February, coupon books for 2024 payments will be sent out. If you are enrolled in Auto-Pay with Alliance Bank, you will not receive a coupon book. For those who have set up Bill Pay directly with their personal bank, please contact management by February 1st by phone or by emailing [info@collins-mgmt.com](mailto:info@collins-mgmt.com) to opt out of receiving a payment coupon book for 2024.



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**c/o Collins Management**

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Suite 250  
Hercules, CA 94547  
Phone: (800) 557-5179

**Community Manager**

Nicole Fisher  
Ph: 510-262-1795 x 73  
[CanyonOaks@collins-mgmt.com](mailto:CanyonOaks@collins-mgmt.com)

**PLEASE CONTACT  
OUR CUSTOMER  
SERVICE** at 800-557-5179, ext. 7, if you have ANY questions or need assistance in setting up payments for your assessments with Alliance Association Bank.