



April 1, 2020

Dear Tuscany Resident:

Enclosed is your invoice for the Tuscany Residents Association fees for the fiscal period of April 1, 2020 to March 31, 2021. These are mandated by virtue of the Tuscany Residents Association encumbrance registered on your property title.

The Tuscany Residents Association is a private, not for profit Company operated for the exclusive and long term benefit of the community within the Tuscany Residents Association boundaries. The Association owns and operates the Tuscany Club, as well as other subdivision amenities. The annual fees contribute towards the ongoing operation of the Tuscany Club and its grounds, as well as, the enhanced maintenance of all public park areas within the community.

**Following an extensive and comprehensive review of the 2020/2021 budget, the Tuscany Residents Association Board of Directors is happy to announce for the 12<sup>th</sup> consecutive year, fees will NOT increase.**

**THE ADMINISTRATION OFFICE IS CLOSED FROM 12:00 PM TO 1:00 PM**

**Methods of Payment:**

**CASH PAYMENTS**

- Can be received at the Administration Office during **office hours only from Monday to Friday 9:00 a.m. -4:30 p.m.**
- **Customer Service cannot accept cash payments.**

**DEBIT PAYMENTS**

- Can be received at the Administration Office from **Monday to Friday from 9:00 a.m. – 4:30 p.m.**
- Can be received at Customer service. **7 days a week from 9:00a.m. – 10:00p.m.**

**CHEQUE PAYMENTS**

- Can be mailed to the club or dropped off in person from **9:00 a.m. – 10:00 p.m. 7 days a week.**
- **PLEASE ENSURE YOUR CURRENT ADDRESS IS ON YOUR CHEQUE.**
- Please ensure that you are provided a receipt to ensure payment to your account.

**CREDIT CARD PAYMENTS**

- Can be received at the club in person from **9:00 a.m. – 10:00 p.m. 7 days a week.**
- Can be made online by the person whom the invoice is addressed to.

**PAYMENT PLANS**

- Payment plan options are available. Please contact our Administration Manager at (403-241-6402) for more details.

**WARNING: The database company of the TRA who accepts credit card payments, charge a \$5.00 transaction fee for online payments. To avoid this fee, please sign and mail in the attached credit card form, otherwise, proceed with the following steps:**

#### **TUSCANY CONNECT SECONDARY LOGIN**

- Only the person whom the invoice was addressed to can make the online payment.
- Follow the steps below to access your Tuscany Residents Association account:
  - a. Login to the Connect website.
  - b. Click on “Pay Fees” tab.
  - c. [Click here to access Pay On Account](#)
  - d. Type in your **Membership Pass Number** located on your TRA Membership Card (the number will be 8 digits long).
  - e. Your password is your **Postal Code all Lower Case No spaces followed by \*#**.

#### **INTEREST WILL BE CHARGED ON THE FOLLOWING DATES.**

5% plus prime will be applied to all outstanding accounts monthly starting:

- June 1, 2020
- July 1, 2020
- August 1, 2020

**As of September 1, 2020, all outstanding accounts will be forwarded to legal for further collection process. LEGAL CHARGES & ALL ADDITIONAL INTEREST WILL APPLY to the collection of these fees.**

**On July 1, 2020 there will be a \$10.00 Administrative Late Fee applied to all outstanding accounts.**

#### **Membership Cards**

The Tuscany Club is for the exclusive enjoyment of Tuscany residents and their guests. We have club access cards to prevent non-member entrance as this compromises the exclusivity and security of our members. As a result, membership cards are mandatory to gain access into the facility. It is also extremely important that your family information is up to date for program registration.

**If you are a renter at this address**, please give this letter and invoice to your landlord (property owner). If you are not the original owner to whom the envelope has been addressed to, these fees still do apply to you as the current owner. Please contact the Tuscany Club so that we may update our records. If we have not already reviewed a copy of your certificate of title, please bring one in with you.

To ensure the Tuscany Residents Association has accurate information, please take the time to complete the “Update Your Information” form and submit via email, fax, drop off or mail with your cheque. We appreciate your cooperation.

If you have any questions or require additional information, please do not hesitate to contact our Assistant Manager, Venezia Foubert (403-241-6402) or via email at [assistantmanager@tuscanyclub.ca](mailto:assistantmanager@tuscanyclub.ca)

Yours truly,  
Tuscany Residents Association

Per:

Chris Tomiyama  
General Manager