



Dear New Homeowner:

Welcome home to West Eugene Village! Below is a list of commonly asked questions and if you don't find the answers to other questions you may have, the contact information for the people who can try to answer them for you are below. Please feel free to contact us any time. We do ask that you allow a 24 - 48 hour turnaround time for someone to get back to you, as we are all volunteers and there are no set "office hours".

If you have not done so already, please return your completed information pages, which are at the end of this letter, at your earliest convenience. Thank you!

#### **Contact information for the Board of Directors and the ACC**

**By phone:** 541-204-0799 - this is the HOA message phone number

#### **Emails:**

President - wev.president@gmail.com

Vice President - wev.vicepresident@gmail.com

Treasurer - wev.treasurer@gmail.com

Secretary - wev.secretary@gmail.com

Member at Large - wev.memberatlarge@gmail.com

Architectural Control Committee (ACC) - wev.acc@gmail.com

Homeowner resources and community information are located on the HOA's website at [www.westeugenevillagehoa.com](http://www.westeugenevillagehoa.com). Your member only page password is HOAmm.

**Before making any changes or modifications to your home or yard, please read the Rules & Regulations Policy, the ACC Change Criteria and the Use Restrictions located in the CC&R's, Section 9. If you need a printed copy of the governing documents, please contact the HOA's Secretary.**

**Below is a list of commonly asked questions. If you have other questions, please feel free to contact us at any time:**

#### **How do I submit an Architectural Control Committee (ACC) Requests?**

Documents for submitting a change request are located under Governance on the HOA's website, [www.westeugenevillagehoa.com](http://www.westeugenevillagehoa.com) as well as on our management software platform PayHOA. The best and most effective way to submit your Application for Alterations to an Improved Lot is by utilizing the "requests" area at PayHOA and click on "new submission".

**When will I receive a statement to make payments for dues?**

When you purchase a home in WEV, you will be sent a registration invitation to the platform to create your account. There, you will be able to see your account history, the message boards, surveys, the HOA calendar, and you can also set up auto pay and/or pay your dues. Statements come from PayHOA and are billed and either emailed or mailed quarterly (December, March, June, and September). Assessments can be paid monthly, quarterly, bi-yearly, or yearly. If paying monthly, they are due on the first day of each month. If paying quarterly, they are due on the first day of the quarter. And if paying yearly, they are due on the first day of the year.

**How do I find out about paying my dues?**

There are three different ways to make your payment:

1. Checks – made payable to West Eugene Village Homeowners Association, Inc. and mailed to West Eugene Village HOA, PO Box 981506, West Sacramento, CA 95798.
2. By Bill Pay through your bank - made payable to West Eugene Village Homeowners Association, Inc. and mailed to the address noted directly above.
3. Through your PayHOA online account. This option does require you to pay a fee to make any form of payment. There is a 3.25% + 50¢ processing fee added to each credit/debit card payment and a \$1.95 processing fee for each ACH payment made through PayHOA online.

**What happens if my payment(s) are late?**

As a non-profit corporation, we are not in the position to carry unpaid debt when members fail to pay dues. The Board of Directors takes failure to pay dues quite seriously. A late fee and interest will be assessed to your account if you fail to make a payment when due. If assessments remain unpaid, the Board can initiate collections with the HOA's Attorney if the balance is over 90 days past due, which includes foreclosing the lien on the home. All costs surrounding any collections activity will be assessed to the homeowner's account. If a homeowner cannot bring a past due account current, the HOA will try to work out a payment plan to avoid collections if requested.

**Whom do I contact if I have financial questions?**

Financial questions should be directed to the BOD Treasurer. They can be emailed at: [wev.treasurer@gmail.com](mailto:wev.treasurer@gmail.com) or you can leave a message for them at the HOA #: 541-204-0799.

**What do the dues pay for?**

Since we are a private community, we all share in the ownership and maintenance of the common areas that include our private streets, sidewalks, storm drains, streetlights, signage, interior pathway, park, playground, and structures around the post office boxes and the mailboxes. We are also responsible for maintenance of the landscaped areas along Terry and Avalon Streets, in the park and at the entrances. Third party vendors maintain these areas. Dues also pay for utilities such as electricity and water to irrigate the landscaped areas and lighting along the streets and entrances. Board and committee members are all volunteers.

Best regards,

WEV Board of Directors



West Eugene Village  
Homeowners Association, Inc.

**New Homeowners Information**

Full Name (Owner 1) \_\_\_\_\_ Preferred Name \_\_\_\_\_

Full Name (Owner 2) \_\_\_\_\_ Preferred Name \_\_\_\_\_

WEV Address \_\_\_\_\_

Alternate Address (Not WEV) if any \_\_\_\_\_

Date property purchased in the WEV Community \_\_\_\_\_

Phone (Owner 1) Home \_\_\_\_-\_\_\_\_-\_\_\_\_\_/Cell \_\_\_\_-\_\_\_\_-\_\_\_\_\_/Work \_\_\_\_-\_\_\_\_-\_\_\_\_ Phone

(Owner 2) Home \_\_\_\_-\_\_\_\_-\_\_\_\_\_/Cell \_\_\_\_-\_\_\_\_-\_\_\_\_\_/Work \_\_\_\_-\_\_\_\_-\_\_\_\_

(Please circle the best number above with which to reach you)

Email (Owner 1) \_\_\_\_\_ Home/Work  
\_\_\_\_\_ Alternate email

Email (Owner 2) \_\_\_\_\_ Home/Work  
\_\_\_\_\_ Alternate email

(Please circle the best email address above to reach you/set up portal – please initial one of the two choices below)

\_\_\_\_\_ I have received and read a copy of the HOA governing documents

\_\_\_\_\_ I would like a print copy of the governing documents delivered to me.

Do you occupy the home or do you have renters? Owner Occupied \_\_\_\_\_ Renter Occupied \_\_\_\_\_

(If Renter occupied, please fill out the second form with Renter's Information. Thank you.)



West Eugene Village  
Homeowners Association, Inc.

**Renter's Information**

If the home located in West Eugene Village is a rental, please fill out this form and return it to *us with a copy of the lease agreement showing lease is contingent on tenant abiding by all governing documents of the HOA*. Tenant's information will only be used to inform them of activities in the neighborhood, maintenance in the common areas, possible violations of certain rules, and in an emergency. We value the privacy of our Homeowners and their Renters.

You can mail the information to West Eugene Village Homeowners Association, Inc. P.O. Box 26505, Eugene, OR 97402. You can also email this information to [wev.secretary@gmail.com](mailto:wev.secretary@gmail.com).

Full Name (Renter 1) \_\_\_\_\_ Preferred Name \_\_\_\_\_

Full Name (Renter 2) \_\_\_\_\_ Preferred Name \_\_\_\_\_

WEV Address \_\_\_\_\_

Phone (Renter 1) Home \_\_\_\_ - \_\_\_\_ - \_\_\_\_ /Cell \_\_\_\_ - \_\_\_\_ - \_\_\_\_ /Work \_\_\_\_ - \_\_\_\_ - \_\_\_\_

Phone (Renter 2) Home \_\_\_\_ - \_\_\_\_ - \_\_\_\_ /Cell \_\_\_\_ - \_\_\_\_ - \_\_\_\_ /Work \_\_\_\_ - \_\_\_\_ - \_\_\_\_

(Please circle the best number above with which to reach the occupants of your home)

Email (Renter 1) \_\_\_\_\_ Home/Work

\_\_\_\_\_ Alternate email

Email (Renter 2) \_\_\_\_\_ Home/Work

\_\_\_\_\_ Alternate email

(Please circle the best email address at which to reach the occupants of your home)

**Note: All homes are single-family homes and must be rented/leased as such per HOA rules regarding rentals.**

Questions or comments: \_\_\_\_\_

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