

BVA DUES PAYMENT - IMPORTANT UPDATE

August 2025

BVA uses a vendor, Clark Simson Miller (CSM), to collect BVA dues. They're payable twice per year (June & Dec) and no volunteer Treasurer can readily process 100 annual payments to Vendors **AND** 600 payments from Owners. Early CSM transition issues were addressed, and most Members pay on time. CSM processes receipts within 1 business day.

Unless paper statements are requested, invoices arrive via email. CSM mailed invoice and your mailed checks are subject to USPS performance. Anticipate delays, including checks your bank mails from the bill pay system.

In March 2017 BVA enumerated a payment policy (see copy) and directed the Treasurer to NOT waive. The directive stands. **We acknowledge this is controversial.** But it consumes a disproportionate share of the Treasurer's time. On 8/19/25 the Board reaffirmed its policy to reject waiver requests **UNLESS THE RECIPIENT** verifies that CSM erred.

We urge you to take these steps:

1. **Mark your calendar for dues payments in Dec and June.** Keep a record of your own CSM info, especially log in credentials & account number. BVA's ID# is 471 and the Management Co ID# is 4547.
2. Search email filters, trash and spam for email from CSM or check support@csmhoa.com. Verify / update your email address or call 865-315-7505
3. For paper statements, contact CSM. **BUT** mailed statements may take up to 10 business days to be delivered. **Prompt payment** must occur to avoid late fees.

Payment options:

1. Use the "Pay Online" button on the "My Statement" page of the CSMHOA Vine Portal <https://app.csmhoa.com/>. It links to First Citizens Bank Property Pay page or go directly to "Property Pay." Have on hand the BVA ID (471) and Management Co ID (4547.)
 - a. Echeck fee is \$2.25
 - b. Credit Card fee is 2.95%
2. Set up automatic ACH payments by contacting CSM support@csmhoa.com or 865-315-7505.
3. If sending a check (or using) your bank's bill pay, keep in mind that USPS can delay up to 10 business days

SEND CHECKS TO: *Bromley Village Association
c/o Clark Simson Miller
PO Box 26941
Charlotte, NC 28221*

NOTE: Venmo, Paypal etc. are not accepted.

We appreciate Member understanding and support, and add thanks to the 70% who regularly pay on time.

