OAK HOLLOW MAHOGANY RUN INFORMATION

Sandcastle contact information:

If you need to contact us, we can be reached Monday through Thursday from 8:00 AM to 4:30 PM and 8:00 AM to 2:00 PM on Friday at **239-596-7200**.

Your **Main Point of Contact for Owners** will be the **Administrative Assistant**, **Nadia Escobar**, and she can be reached at **Ext 299** or via email at **NadiaE@SandcastleCM.com**.

Your Association will also be included in Sandcastle's **after-hour emergency hotline** that is answered by a live operator 7 days per week. For after-hour Association related maintenance emergencies, simply call **1-828-633-4195.**

Payment information:

 **Below you will find all options available to submit payments to your Association. If you are on Bill pay, through your bank, or another auto debiting system, please make sure to update the mailing information. **

1.Automatic Debit (ACH) Withdrawal Program: Within the **Portal**, we urge you to enroll in our **FREE** in-house program where Sandcastle pulls your association payment **Quarterly**, as your payments come due.

2.Online One-Time Payments: You can also view your balance and make one-time payments on-line using your own owner payment portal. Be advised that the e-check transaction fee is $1.99 per transaction and the Credit Card transaction fee is 3.25-3.50% for you to make these payments online at the time of your choosing. ****Please note your account will not be active until September 1st when we begin managing your community so, please stay tuned for follow-up registration instructions we will send once live on September 1st.**

3.**BillPay via your banking institution or mailing in your payment:** Please note that if you are currently paying your assessments using your own personal online bill payment service or mailing in your payment, you must edit the payee and amount information. For your reference, the proper information to enter for your payment is as shown below.

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Oak Hollow Mahogany Run
c/o Sandcastle Community Management
PO Box 25637
Tampa, FL 33622

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