

Retreat at Sycamore Creek

Proudly managed by Omni Community Association Managers, LLC

2024 Annual Newsletter

Omni Launches New, Improved Portal and Mobile App

Owners in all communities managed by Omni were informed in 2023 of the replacement of Omni's previous online information portal, Caliber Portal, with a new and innovative mobile app and online service known as "Omni Anywhere". The development and launch of Omni Anywhere ushers in a number of user-friendly enhancements that streamline communications and improve the association membership experience. Using Omni Anywhere, owners can still access association documents 24/7, and see account status (and make payments) very easily! In addition to the ability to use mobile devices, Omni Anywhere is coupled with a desktop portal, "Frontsteps Community", and through the combination of the mobile app and desktop portal, owners can easily message Omni's staff, and communicate with the Board; the Association can deliver informational bulletins directly to owners' phones and computer; Applications for Design Review can be submitted online; community events can be calendared; and if desired by the Board, classified ads can be posted and responded to (similar to Facebook Marketplace!). As electronic communications have become the 'norm', it is imperative that all owners register for and download the Omni Anywhere App.

Invoicing and Communicating in 2024

To focus on meeting the needs and desires of the maximum number of owners in the communities we manage, Omni will be using **both** mail and e-mail in 2024. For invoicing and communications (like meeting notices) that are required to be mailed, owners can expect to receive **BOTH e-mailed and hard mailed copies of documents**. For all other communications and informational matters, we will rely on electronic delivery through e-mail, or in bulletins sent through Omni Anywhere.

The significant reliance that is being placed on electronic communications, as well as the need to have a registered e-mail address in place with Omni to enable owners to enjoy the other benefits of Omni Anywhere, point out the importance for **any owners who have not yet provided Omni with an e-mail address, that you do so right away!** Owners can call our office at 614-539-7726 (or toll free at 1-877-405-1089), or e-mail us at registermyemail@omnihoa.com.

Dues Assessments

Your community's dues for 2024 have **increased to \$148 per month** by comparison to the 2023 dues of **\$138 per month**. Owners' dues pay the costs necessary for the operation of the Association, the maintenance of common areas and common improvements, and provide for the Association's long-term reserve needs. Associations have operating expenses just like homeowners, including in most communities, insurance premiums, taxes, utilities and site maintenance contractor costs. The 2024 Budget is available online, showing the yearly operating cost for the whole association if you would like to review. Omni works with the Board to maximize value and minimize cost increases that lead to dues being raised, but it is unusual for dues not to increase over periods of very many years. Owners do their part, by paying assessments in full and on a timely basis. The dues increased both to build the Retreat at Sycamore Creeks Reserves and because the Villages at Sycamore Creeks Operating costs increased in 2024.

As a reminder, your Association Documents provide that late fees and interest charges apply to assessments that are not timely and fully paid. Neither your Board nor Omni want you to pay more than your assessed dues amount, so please note the due date(s) for your assessment(s), and make sure payment is made early enough to ensure that it arrives by the due date!



Inside this Newsletter

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Special points of interest

- The Association's Annual Budget is available online through Omni Anywhere
- There are several ways to pay your dues, some of them may result in fees being charged. Let us know if you have questions!
- Omni personnel physically visit your community approximately twice each month through most of the year to check on the work the Association pays for, and to check other conditions in the community
- Your community manager is Chevalo Duckett:
duckett.c@omnihoa.com



Yes, you need permission to do that...

One of the simple realities of living in a deed restricted community, whether in a condominium, patio home, townhome or traditional single-family lot environment, is that proposed exterior improvements must be pre-approved by the owners' association. In almost all of the communities managed by Omni, we have been asked to handle most of the process involved in receiving and reviewing improvement applications, and communicating back to the Owner whether they are approved to do what they have applied for.

A few helpful tips and things Owners benefit from knowing about the process include:

- Almost any change an Owner wants to make on the exterior of the home,

requires an application to the Association, and approval prior to the commencement of work. When in doubt, submit!

- There is a modest fee charged for the review process, covering the employee time necessary for reviewing and communicating about the application.
- Owners can find instructions, and submit applications, directly on Omni's online portal. Use the desktop, not the cell phone!
- Processing can take anywhere from 10 to 30 days, but we try to respond as fast as possible. Submit well ahead of the time you want to start work to make sure you've got the permissions you need!

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Rules Violations

Your Association Documents include a number of rules Owners are required to follow, and your Board has the authority to impose and enforce rules. When we are made aware of a condition that fails to meet the requirements of the rules, we inspect the property in question, and if there is a violation, the property Owner will receive a letter asking that the condition be corrected. These communications are not shared with others in the community (except for the Board), and the process always starts with a request that Owners voluntarily comply with the rules. If a violation is not corrected voluntarily, the Association can use fines and/or legal action to compel compliance, but that's never a desired action. Please follow the rules and address problems if they arise!

Communicating with Omni...

...has never been easier!

- Use Omni Anywhere! Just click on the inbox icon and choose 'New Message' (you can even include attachments!)
- Call our office at 614-539-7726 (or toll free at 1-877-405-1089)
- Send an e-mail to your Community Manager (see front page), or to info@omnihoa.com
- Send written notes or questions by mail to P.O. Box 395, Grove City, Ohio 43123
- If mailing a payment, send it to P.O. Box 65825, Phoenix, AZ 85082-5825

Ways to Pay Your Dues

Mail your check to P.O. Box 65825, Phoenix, AZ 85082-5825. There is no convenience fee, but allow 5 to 7 days for the mail to arrive in Arizona. Please include your account number or property address on your check.

Use YOUR BANK's "bill-pay" service with your address and account number noted on your check. Have your bank use the same address in AZ as shown above. There is no convenience fee by Omni or by the Association's bank. Allow 7 to 10 days for check delivery.

Contact Victoria Duty at Omni (vduty@omnihoa.com) to sign-up to have Omni make automatic withdrawals from your bank account, monthly. Omni charges \$15 per year to provide this service.

Log in to Omni Anywhere and click the appropriate link for "make a payment", and provide the requested information, to pay by credit card, debit card or electronic check. Credit and debit card processing will incur a fee of approximately 3.9% of the payment amount. There is no fee if you choose the "ACH" option to pay with an electronic check.

Call Omni's helpdesk at 614-539-7726 (or Toll Free at 1-877-405-1089) and ask Omni to manually process an online payment for you. Omni charges \$5 to provide this service, AND the bank will charge approximately 3.9% of the amount of the payment.