



Leaders in Community Management®



Dear Ranch of the Rockies Association Residents:

Your Board of Directors recently selected Hammersmith® to manage the accounting needs of the Association effective **September 1, 2023**. On behalf of everyone at Hammersmith®, thank you for allowing us to be of service to your Association.

Support from your Hammersmith® Team

Your Account Manager is available to answer your call during business hours. Your Account Manager serves as your first point of contact and can assist you with your billing questions and concerns.

Kortney Roberts: 303-980-7434 - Kortney.Roberts@ehammersmith.com

Phone & Email Hours:
Monday-Friday: 8 AM – 5 PM

HOMEOWNER PORTAL

Effective September 1, 2023, you will be able to access your homeowner portal. The portal will provide you with the ability to do the following:

- **Review Your Account Balance.** **Please note that your account balance will not be accurate for up to 60 days from the date of transition, while we obtain account balances from the Ranch's in-house bookkeeper.*
- **Obtain Association Governing Documents**
- **Make Payments on Your Account.** You will have the ability to make one-time payments or set up automatic payments, for your annual assessments.
- **Submit Billing Questions.** You will have the ability to submit account billing questions through the portal, which will be sent directly to the Hammersmith® Team.

An email will be sent to you on how to access your homeowner account, on September 1, 2023, if we have an email on file. However, you can also register and log in by following the below steps:

- Navigate to ehammersmith.com and select the "Homeowners" tab on the top right. Then, select "Homeowner Log-in" from the dropdown.
- Select the "Open your Homeowner Portal" button on the left side of the screen.
- Select "Sign Up" if this is your first-time logging in, otherwise you can enter your login details received via email.

As a reminder, the portal will not be active until September 1, 2023. Of course, if you have any issues, we're here to help! Please contact your Account Manager, Kortney Roberts, with questions.

Mailing Address Information

All correspondence in regard to your account (except assessment payments) for the Association should be mailed to:

The Ranch of the Rockies
c/o Hammersmith
23 Inverness Way East, Suite 200
Englewood, CO 80112

Payment Options

Please note that this transition to Hammersmith®, for accounting services, does not impact your annual assessments. Your annual assessments will still be due by January 31st of each year.

A few helpful tips:

If you pay your assessments by **check**, please make checks payable to **Ranch of the Rockies**.

Mail your payment(s) to the following address:

Ranch of the Rockies
c/o Hammersmith Management
PO Box 173701
Denver, CO 80217-3701

Please **do not** mail your payment to a Hammersmith® office.

It will delay processing your payment, as we forward the payments to the processing center and late fees may be incurred.

If you use a **Bill Payment Service**, be sure to notify them of the address change and arrange to have your assessment mailed early enough to arrive by the due date.

Finally, if you would like to pay online by either **check** or **credit card**, or you would like to set up **automatic annual payments**, this can be done through your homeowner portal.