



RESIDENTS
ASSOCIATION

Auburn Bay Residents Association

200 Auburn Bay Blvd SE
Calgary, AB. T3M0A4

RE: Auburn Bay Residents Association (ABRA) 2017/18 Annual Fees

March 1st, 2017

Dear Auburn Bay Resident,

As a property owner in the community of Auburn Bay you are a member of the Auburn Bay Residents Association (ABRA). The ABRA is a not-for-profit organization which manages assets owned by the Association for the benefit of Auburn Bay residents. An encumbrance is registered on all property titles in Auburn Bay in favor of your Association to ensure annual payments are provided in accordance with the Articles of Association. Membership is mandatory and applies to each and every property owner in Auburn Bay.

Enclosed is your ABRA 2017/18 annual fee notice. Following an extensive and comprehensive review of the 2017/18 budget, the ABRA Board of Directors has approved the annual fees; you will note there is no increase to this year's fees. To offer further clarification on the fees, a copy of the 2017/18 budget is enclosed and will also be posted on our website at www.AuburnBay-connect.com. **Annual fees are due April 1st, 2017. Interest is applied to all accounts outstanding after April 30, 2017.**

Benefits of membership support facilities like Auburn House, a social and recreational centre for use by Auburn Bay Residents. Association fees also go to support programmed Association events, activities and the Auburn House Connect website. The Association also owns and maintains several decorative corners, the lake, the Auburn House Park, lake access ways and entry features.

Methods of Payment

1. CHEQUE, DEBIT and/or CREDIT CARD: 9:00am – 10:00pm Monday to Sunday in person or by phone; OR
2. CASH – 9:00am – 5:00pm Monday to Friday in person; OR
3. CHEQUE – Mailed to the address listed below. Please make your cheque payable to the 'Auburn Bay Residents Association'; OR
4. ONLINE – Starting March 1st - www.AuburnBay-connect.com (Click on 'Pay Your Fees' at the bottom of the homepage) Please note there is a \$5.00 transaction fee to use the online payment system.
5. Phone: Using secure Telepay system (587) 393-7374

If you are not the original owner to whom the envelope has been addressed, these fees still so apply to you as the current owner. If you are a renter at this address, please give this letter and fee notice to your landlord. Please contact Auburn Bay Residents Association at (403) 537-2601 if you have any questions or to update our records.

Kind Regards,

Chrissie Rozak, General Manager

Auburn Bay Residents Association – ABRA

Not yet applied for a Membership Card? Each member of your family, 12 years and over, is eligible for an Auburn House membership card. Youth aged 12-15 also require parental consent to enter the facility without an adult. **You are required to bring your card with you each time you come to gain access to the park and/or Auburn House.** If you already have your permanent membership card, your card will automatically be updated when you pay your annual fees.

How to Get Your Membership Card: You are required to show us a copy of your Certificate of Title to receive your permanent membership card. If you have not yet received your Certificate of Title, you are still eligible for a temporary card.

- Drop into the Auburn House Administration Office Monday to Sunday 9:00am to 10:00pm to get your picture taken and card issued. **OR**
- Email a picture (head and shoulders) to admin@auburnbay.org (pictures must be in JPEG format). In the email please include your address, name and phone number. Once you've received confirmation that your photo has been accepted and your membership card has been printed, you may pick up your card at Auburn House anytime Monday to Sunday 9:00am – 10:00pm (you will need to show photo ID to pick up your card).

Online Fee Payment Instructions

The Auburn Bay Residents Association has transitioned to a new version of payment software. This program will allow homeowners to more easily and securely pay annual fees online, and over the phone by credit card; all you need is the access code and invoice number as outlined on your annual fee renewal notice.

To get started, go to www.AuburnBay-connect.com from any internet browser. Click on the 'Pay Your Fees' button on the bottom of the homepage. You will be asked to enter your **invoice number** and **access code**.

The image shows a 'Welcome' screen for the online payment system. At the top, it says 'Welcome'. Below that is a blue banner with the text: 'Please make sure that you checkout your cart before proceeding. You will be automatically logged in to pay this invoice'. There are two input fields: '* Statement or Invoice Number' and '* Access Code'. A 'Submit' button is at the bottom left. To the left of the main form is a separate box with two rows: 'Invoice Number:' and 'Access Code:', each with an empty input field. Two red arrows point from these boxes to the corresponding input fields in the main form.

Click **Submit**.

You will then be directed to a short multi-step process to confirm payment amount, update contact information, accept waiver(s), and enter payment details. At the final step, click **Proceed with entering credit card information**.

The image shows a multi-step process. The current step is '2 Profile'. There is a '3 Questions' step next to it. Below the 'Profile' step, there is an 'Effective Amount:' label and an empty input field. At the bottom, there is a green button with the text 'Proceed with entering credit card information'.

Telepay Fee Payment Instructions

The Auburn Bay Residents Association has also implemented a new way to pay by phone. Telepay is a fully secure and PCI compliant method for paying by credit card over the phone, through auto-attendant.

To get started, have your invoice and credit card payment ready, and dial **(587) 393-7374**. Follow the prompts given by the auto-attendant to complete your payment.

For more information or instruction on how to use these new systems, please call the Auburn Bay Residents Association at 403-537-2601.