



HOA Payment Processing & Late Fees

On January 1, 2021 our financial services changed from Lalanne to Community Financials. Records show many owners have not updated their bank BillPay with new address causing a delay processing your HOA payments. ***Late payments have been waived for the past 3 months, but late fees will be applied for payments received after April 15th, 2021, so please update your payment process ASAP.*** There are 3 ways to pay your monthly dues:

First method is writing a check sending it to the address below with the coupon dated for the payment you are making.

Second method, using your personal bank's Online Bill Pay System:

Your bank will mail a check for your payment. It's important you change the address in order to have payments properly credited to your account. **IMPORTANT: you must DELETE entire previous payee record and set up a completely new payee. Make payable to: River Island East HOA with the new account number (on coupon book) and this address:**

**c/o HOA Remittance Processing
PO Box 11159
San Jose, CA 95103-1159**

Third method, via the online Community Financial Portal

Website: https://frontsteps.cloud/CaliberWeb2_CF

Client No.: 3419

Association ID: 3419

Account No.: The Coupon Books has your Account Number.

Credit & Debit cards will incur a service fee – using your bank account information on the Portal, will not incur a fee.

If you have any questions regarding your account or need help setting up your account online, please contact Cathy Imes at (833) 266-3646 ext. 710.

Thank you!

River Island East Board of Directors