



Greencrest Villa Owners Association
123 Greencrest Lane, Anytown, WA 99999
www.GreencrestVilla.us

Date: Sep 21, 2025

To: Home Owners

Subject: Owner Account Issues at CondoShield

Our Board of Directors are aware that there have been and may still be some discrepancies with Unit Owners accounts at CondoShield. Please login to your CondoShield account and check your YTD statement. *(Instructions below)*

As you know, earlier this year our property management company, CondoShield, changed the software platform they use to manage our community (and the others in their portfolio). The transition to the new platform, Vantaca, did not go smoothly and has not only affected communication between CondoShield and Unit owners, but it has also affected how assessment payments are made, and their financial reporting to our Board of Directors. For example, our most recent reports showed an abnormal number of delinquencies.

Our Board of Directors has been in constant communication with CondoShield regarding these issues and are aware that some issues have not yet been resolved. In some cases, CondoShield is missing assessment payments that were in fact made by the unit owners.

We would encourage all Unit Owners to login to CondoShield <https://home.condoshield.org/login> and review their account YTD statement to verify that what is shown is in fact correct. This can be done by clicking on "Payments" link on the left side of the home page. From the "Account Overview" page, click on the "Statement" button, select YTD as the statement duration, and download the statement. If there are discrepancies between the downloaded statement and your records, you will need to submit a request to CondoShield for review and correction.

To submit a request, choose "Requests" from the menu on the left-hand side of the screen and then choose "General Request". For type of Request, choose "Billing Question" so that the request is appropriately routed to CondoShield's accounting department. You should receive a confirmation email when the request has been successfully submitted.

Please remember that all communications with CondoShield must be submitted electronically. We understand that this may be frustrating for some unit owners, but you must follow the correct procedure in order to get a response or action. Our Board of Directors is working to ensure that CondoShield is held accountable for addressing requests in a timely manner.

Sincerely,

Teresa Ann Beatty
President
Greencrest Villa Owners Association

Tom Sayles
Vice President
Greencrest Villa Owners Association

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www.GreencrestVilla.us / hoa-info@greencrestvilla.us