

# CHECK THE BALANCE ON YOUR ACCOUNT TODAY

## REMINDER:

The Second installment is due on or before August 1, 2025 on Single-family Lots that were **eligible** for the two-payment installment plan option: 50% of the annual dues paid on or before February 1, 2025 and remaining balance paid on or before August 1, 2025.

**Eligible** accounts were those who had a zero balance as of December 31, 2024.

**Ineligible** accounts were those with an outstanding balance as of December 31, 2024 which forfeited the option to pay the 2025 annual assessment in two installments. The full 2025 annual assessment became due on January 1, 2025.

To maintain eligibility on the two-payment installment plan:

- 50% of the annual assessment must have been paid on or before February 1, 2025
  - A grace period of 30 days was granted this year due to the delay of coupons being mailed out.
- Balance of the annual assessment must be paid on or before August 1, 2025

**Accounts that were eligible for the two-payment installment plan due to having a zero balance as of December 31, 2024 and did NOT pay the required 50% minimum of the annual assessment by March 31, 2025 forfeited the right to pay in installments. These accounts are/were considered past due and at which time the entire balance became due and payable.**

**ALL ACCOUNTS THAT WERE CONSIDERED PAST DUE AS OF MARCH 31, 2025 HAD ACCESS TO THE POOL DEACTIVATED.**

In order to reactivate access to the pool once it has been deactivated due to a past due balance must go through the reactivation process to regain access to the pool amenity. Below are the steps to reactivate access to the pool:

1. Pay the balance in full (i.e. bring the account to a zero balance)
2. Pay the additional \$150 reactivation fee
3. Pay the additional \$150 late fee
4. Submit a new pool application which is required on deactivated accounts

The link to the online pool application is on your account home page  
Make sure to complete all fields that apply
5. If you need a replacement key fob, mark that on the application and pay the additional \$150 key fob replacement fee
6. **All payments must be made and posted to the account before a new application is processed. Reactivating accounts that were deactivated due to delinquency have a longer processing time and may take up to 30 days before the account is reactivated.**
7. For the fastest processing times on deactivated accounts, the suggested payment methods are by phone (844-550-0336) or in person at Sentry's office 400 Northridge Road Suite 1250, Atlanta, GA 30350.
8. Once the application is processed an email confirmation will be sent with further instructions

**WARNING: Accounts with an outstanding balance are placed in legal status and are assessed with an initial \$225.00 collection fee, monthly interests and late fees. A lien will be placed against the property and a lawsuit filed - further incurring hefty legal fees. Additionally, the HOA will suspend access to the amenities. Bring your account current TODAY to avoid accruing additional fees.**

Email inquiries relating to your account or pool access to [westhighlands@sentrymgt.com](mailto:westhighlands@sentrymgt.com)

# STEPS ON HOW TO GET POOL ACCESS ON ACCOUNTS THAT ARE CURRENT OR HAVE NOT BEEN DEACTIVATED

## New Homeowners:

### New homeowners who bought a new built home from Brock Built

- Complete online pool application by first creating an account on sentrymgt.com  
The link to the online pool application is on your account home page  
Make sure to complete all fields that apply
- Once the application is processed an email confirmation will be sent with further instructions
- The usual processing time on non-delinquent accounts is 7-10 business days.

### New homeowners who bought a resale home from a previous owner

- Complete online pool application by first creating an account on sentrymgt.com  
The link to the online pool application is on your account home page  
Make sure to complete all fields that apply
- The previous owner should have transferred you the property key fob. If the prior owner did not transfer to you the key fob for the property address, then you will need to order a replacement key fob. Mark the box for the replacement key fob and pay the \$150 key fob replacement fee. **Payment must be made and posted to the account before a new application is processed.**
- Once the application is processed an email confirmation will be sent with further instructions
- For the fastest processing times, the suggested payment methods are by phone (844-550-0336) or in person at Sentry's office 400 Northridge Road Suite 1250, Atlanta, GA 30350. The usual processing time on non-delinquent accounts is 7-10 business days.

## Existing Homeowners:

If any account information has changed and you need to update your pool account (residents; email address; etc.) OR need your key fob replaced

- Complete online pool application by first creating an account on sentrymgt.com  
The link to the online pool application is on your account home page  
Make sure to complete all fields that apply
- If you need a replacement key fob, mark that on the application and pay the \$150 key fob replacement fee. **Payment must be made and posted to the account before a new application is processed.**
- Once the application is processed an email confirmation will be sent with further instructions
- For the fastest processing times on deactivated accounts, the suggested payment methods are by phone (844-550-0336) or in person at Sentry's office 400 Northridge Road Suite 1250, Atlanta, GA 30350. The usual processing time on non-delinquent accounts is 7-10 business days.