

Countryside

Why a Property Management Company?

The main purpose of the property management company is to help the community and the board fulfill the goals of the community while protecting the property both physically and financially. Welch Randall (WRPM) helps with payment of bills, reconciliation of bank accounts, legislative updates for CC&R's and rules, enforcement of CC&R's, preparing vendor bids, obtaining maintenance or other bids, and enforcement of vendor contracts. All bills and projects are approved by the HOA Board members first.

While the decision-making powers for the community rest with the community and the HOA Boards, we request that phone calls or emails go directly through WRPM first so that all information necessary to the situation or problem can be provided to the board in an organized manner. The HOA Board's role is a voluntary role and they have limited time. The property management company helps manage the day-to-day needs of the community which allows the HOA Board members to best utilize their time by focusing on key decisions that need to be made for the community.

Is the HOA FHA/VA Approved? When does the approval expire?

Yes Approved. Expires 12/19/2026

Are there Administrative or Reinvestment fees?

\$250 Association Transfer Fee to Welch Randall and \$1000 Reinvestment fee to HOA

How much are my HOA dues and when are they due?

\$325 monthly Dues Fee with a \$25.00 late fee and 1.5% interest fee after the 10th for late payments

What does the HOA cover?

Pool building, Snow Removal, Water, Trash, Sewer, RV parking, Picnic Area, Common Area Insurance, Pool and Tennis Court

Where do I send my HOA payment?

Payments can be made online via AppFolio by setting up one-time or recurring payments (preferred method). Checks, cashier's checks, and money orders can be made out to "Crystal Creek HOA" and can be mailed to our office at: 5300 S. Adams Ave Pkwy, St. 8, Ogden, UT 84405

Billing Information – Getting Setup on AppFolio:



Welch Randall utilizes a high-tech internet-based software called AppFolio. AppFolio is available online with a computer, smart phone or tablet, and allows you to view your balance and make payments with the click of a button.

In order to setup an online account, you need to receive an email invitation from our office. To request an invite to AppFolio please send an email request to jessica@welchrandall.com or contact our office during regular business hours.

Welch Randall Property Management

5300 S. Adams Ave Pkwy, St. 8, Ogden, UT 84405
Mon-Fri 9AM to 5PM ♦ (801) 399-5883 ♦ info@welchrandall.com

For after-hours emergency calls relating to maintenance please call (801) 399-5883 Ext 122

General Information

Jennie Stites Office
(801) 399-5883
jennie@welchrandall.com

Property Manager

Susan Aincham
Office (801) 399-5883
susan@welchrandall.com

Billing and Accounting

Jessica Gatewood
Office (801) 399-5883
jessica@welchrandall.com

