



Cusick Community Management  
8000 Corporate Center Drive, Suite 206  
Charlotte, NC 28226  
www.cusickcompany.com

July 29, 2024

Dear Thornhill Homeowners,

We are very excited to announce that Thornhill Community Association, Inc. has decided to partner with Cusick Community Management to service your needs as an HOA Management Company.

Cusick Community Management was founded by Caryn Cusick in 1998 with one community, an account that is still with Cusick today. For more than 25 years, through dedication, commitment and exceptional customer service, Cusick has earned the privilege to manage hundreds of communities. Our staff is always there to answer the questions and concerns you may have as a Homeowner about how your community operates. Our background, experience, and most importantly, our attitude put us at the forefront of HOA Management Companies in North and South Carolina.

Cusick provides Homeowners with an array of support teams to assist with your HOA needs. When calling our office, you will speak with a live person unless all support members are helping other Homeowners. If all support members are busy, please leave a message. Our goal is to return voicemails within 24 hours and emails within 48 hours. We also have a 24-hour emergency service, should an emergency occur on the weekend or after-hours involving Thornhill's common areas.

We have also included a "Resident Information" sheet which you must fill out and return via mail, fax, or email. In addition, we encourage everyone to begin registering their account through Cusick's online community portal at [www.cusickcompany.com](http://www.cusickcompany.com). Once Thornhill goes live with Cusick on September 1, 2024, you will gain full access to the portal. There, you will be able to view your Association account, submit architectural applications, reserve the pavilion, review the Association budget, receive community news, and much more (the step-by-step process to register is attached).

If you still owe assessments to your current management company, please send payment to Cusick's remittance address:

**Thornhill Community Association, Inc.  
P.O. Box 1259, Commerce, GA 30529**

Cusick will not have account balances until 30 days after the official transition date. Once we receive the final account balances from your Superior, you will receive an updated statement from our accounting department. If you choose to have your quarterly assessments set up on ACH Bank Draft, you will need to update your banking information, and a form is included in this package, or you are able to electronically complete this via the community portal. The January 1, 2025 assessment can be drafted if we receive your ACH form by December 19, 2024. If you have any accounting questions, please email [accounting@cusickcompany.com](mailto:accounting@cusickcompany.com) or reach us by phone at 704-544-7779.

Until you have successfully registered with Cusick, please submit ACC and pavilion reservation requests through the Board of Directors at [thornhillBODnc@gmail.com](mailto:thornhillBODnc@gmail.com). (Requests submitted to Superior Management will no longer be processed.)

- ACC requests –Architectural Request Form on the [Thornhill website](#)
- Pavilion/Pool reservations - Reservation form on the [Thornhill website](#)

If you have specific questions about this notice, please do not hesitate to contact our support team at [communitysupport@cusickcompany.com](mailto:communitysupport@cusickcompany.com) or by phone at 704-544-7779. We are so excited to welcome you to the Cusick family and look forward to partnering with Thornhill.

Sincerely,  
Cusick Community Management

## **Please Register on Our Website:**

1. Visit [www.cusickcompany.com](http://www.cusickcompany.com)
2. Go to the drop-down menu “Residents” and choose “New Residents”
3. There you will find a link to download the “Resident Info Form”
4. Please fill out the form and email to [accounting@cusickcompany.com](mailto:accounting@cusickcompany.com)
5. Proceed to registering your account by clicking on the tab “Register your Account”
6. You will then be redirected to your community’s website where you will find in the top right corner and select the tab “Register”
7. Please fill in the cells with the asterisks and submit them to Cusick Community Management.
8. For lots with more than one registered owner, each owner can register separately.
9. Please allow up to 24 hours for the registration to be completed. You will then be able to login and setup your profile to receive important communications from your neighborhood.

## **Get the Cusick Mobile App**

Cusick Community Management is proud to introduce our new mobile app, which is now available at the app store!

1. Search in the app store for “Cusick Association Portal”.
2. Homeowners who have already registered in the Cusick online portal (web address will show as “cincwebaxis”), will use the same login information for the mobile app as they are currently using online.

Until you have successfully registered with Cusick, please submit ACC and pavilion reservation requests through the Board of Directors at [thornhillBODnc@gmail.com](mailto:thornhillBODnc@gmail.com). (Requests submitted to Superior Management will no longer be processed.)

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## Resident Information Sheet\*

**\*You must complete this form and mail, fax or email to Cusick**

NAME OF HOA: **Thornhill Community Association, Inc**

OWNER NAME(S): \_\_\_\_\_

ADDRESS: \_\_\_\_\_

HOME PHONE: \_\_\_\_\_

CELL PHONE: \_\_\_\_\_

WORK PHONE: \_\_\_\_\_

EMAIL: \_\_\_\_\_

DATE OF CLOSING: \_\_\_\_\_

**If you are not renting/leasing your home and are providing an offsite address for correspondence/billing only, please check the box and your account will be updated.**

Home is not being rented/leased. Offsite address is provided for correspondence/billing only.

OFFSITE ADDRESS: \_\_\_\_\_

TENANT'S NAME: \_\_\_\_\_

TENANT'S PHONE: \_\_\_\_\_

TENANT'S EMAIL: \_\_\_\_\_

**PLEASE COMPLETE THIS FORM AND E-MAIL OR FAX IT TO US IN ORDER TO  
RECEIVE IMPORTANT INFORMATION BY E-BLAST:**

**E-mail: [accounting@cusickcompany.com](mailto:accounting@cusickcompany.com) OR Fax: (704) 542-0918**



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## Cusick Community Management Payment Methods

**ACH** – Guarantee on-time payments by signing up for automatic draft through our office. It is fast, easy and FREE. The payment will be automatically withdrawn from your account only when your assessment is posted. Please fill out the required ACH form enclosed and return it to:

**Thornhill Community Association, Inc.**  
c/o Cusick Community Management  
8000 Corporate Center Drive Suite 206  
Charlotte, NC 28226

**Electronic eCheck** – Register online at [www.cusickcompany.com](http://www.cusickcompany.com). There you can pay your HOA dues via an electronic check. Please note the processing provider charges a convenience fee of \$1.99 per transaction.

**Credit/Debit Card** – Register online at [www.cusickcompany.com](http://www.cusickcompany.com). There you can pay your HOA dues via a credit/debit card. Please note a convenience fee of 4% per transaction is charged by the processing provider.

**Bill Pay** (from your bank) -- Homeowners that pay by “bill pay” services should have the delivery date on or before the first day of the month to ensure timely payment. Payment must include the account number or property address. Please use the address below for your bank to process and mail your payment.

**Standard Check or Money Orders**- Please send your payment to the below address for prompt payment processing:

**Thornhill Community Association, Inc.**  
PO Box 1259  
Commerce, GA 30529

*RETURN CHECK FEE POLICY: Any check or e-Check returns will be charged a \$25.00 fee. Contact our accounting department for any further assistance at [accounting@cusickcompany.com](mailto:accounting@cusickcompany.com) or by phone at: 704-544-7779*



## ACH Bank Draft Form

I authorize Thornhill Community Association, Inc. to deduct payment of my homeowner's dues on the 5th of the month in which the assessment is due from the below checking or savings account. I understand that the amount debited from my bank account will automatically adjust to equal the amount of the assessment due.

**ACH does not include any past due balance or fines.**

<p><b><i>Checking account (attach a VOIDED CHECK)</i></b></p> <p>Financial institution name _____</p> <p>Routing number _____</p> <p>Account number _____</p>
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OR

<p><b><i>Savings account (attach a DEPOSIT SLIP)</i></b></p> <p>Financial institution name _____</p> <p>Routing number _____</p> <p>Account number _____</p>
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**\*\*\*Please note this form must be returned with your voided check by the third Thursday of the month prior to the month in which your payment is due.**

I understand that this authorization will be in effect until I notify Cusick Community Management that I no longer desire this service, allowing it a reasonable time to act on my notification. Cusick Community Management would need to be notified by the third Thursday prior to the month when the assessment is due.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Account Number: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

E-mail: \_\_\_\_\_

Below are some frequently asked questions to help with the transition to Cusick as your community management company.

**Q.** How do I contact Cusick?

**A.** You can reach Cusick through the community portal at [www.cusickcompany.com](http://www.cusickcompany.com) or at [communitysupport@cusickcompany.com](mailto:communitysupport@cusickcompany.com) or at 704 544-7779. There is also an app available for your phone. Search the app store for “Cusick Association Portal.”

**Q.** What are the hours of operation for Cusick’s Customer Service Center?

**A.** Customer service agents are available during normal business hours, which are 8:30AM – 4:30PM Monday – Thursday and 8:30AM – 2:00PM Friday. If all agents are busy and unable to take your call, you may call back, leave a voice mail, or send an email. During non-business hours you may leave a message or be connected to an emergency line for a HOA emergency.

**Q.** When should I expect a response from Cusick if I send an email or leave a voice message?

**A.** Cusick strives to respond to all voice messages inquiries within 24 hours and email within 48 hours business hours.

**Q.** Do I need to stop my monthly assessment payments to the current management company?

**A.** Yes, you should stop all payments to the current management company including automatic payments (e.g., Bill Pay or ACH).

**Q.** Do I need to set up new monthly assessment payments to Cusick?

**A.** Yes, you do need to establish new payments to Cusick. In their welcome letter, Cusick offered five payment methods (ACH, Electronic eCheck, Credit/Debit Card, Bill Pay and Standard Check or Money Order). If you have any questions, please contact the accounting department at [accounting@cusickcompany.com](mailto:accounting@cusickcompany.com) or 704-544-7779.

**Q.** Will our FOBs to the pool and clubhouse still work?

**A.** Yes, the FOBs will still work. The FOB system and the company that maintains the security is being transitioned to Cusick.

**Q.** What do I do if I lost my FOB?

**A.** You will need to purchase a new FOB through the community portal at [www.cusickcompany.com](http://www.cusickcompany.com) or by contacting Cusick at [homeownerservices@cusickcompany.com](mailto:homeownerservices@cusickcompany.com) or 704-544-7779.

**Q.** Why should I register with Cusick?

**A.** It will provide you easy access to all your account information, enable you to place Architectural Review requests, allow you to reserve the pavilion and this is where you can view all information related to the community (e.g., governing documents, budget and board minutes. In addition, you will be able to receive communications from the Board, committees and Cusick. You can access this information online at [www.cusickcompany.com](http://www.cusickcompany.com) or use their phone app (search “Cusick Association Portal” at the app store.

If you have any questions, issues, or concerns please contact our community support team at [communitysupport@cusickcompany.com](mailto:communitysupport@cusickcompany.com).