

## **FAQ**

Q: I am calling during normal business hours, but I am getting your voicemail. What is going on?

A: Because we can endure some very high call volumes, you may reach our voicemail instead of a live person from time to time. We have put this in place to make sure you never hear a busy signal, and can still get through to us. You can leave a message and your call will be returned as soon as possible.

Q: Are you open on the weekends?

A: Our office is open Monday through Friday. However, we do have an emergency service available 24/7 for emergencies. You can reach the service after hours by dialing 847-879-1353.

Q: What is “WILLCONNECT”?

A: WILLCONNECT is the website portal in which any homeowner can view their account history, submit work orders and view correspondence via the web.

Q: Do you have anything available to rent?

A: Some of our Associations allow rentals, however we do not handle the renting of any Unit. It is best to contact your local realtor for help with this.

Q: What is the name of my Association?

A: This is a questions that often comes up when people call into our office. The name of your Association is the name of the property where you reside. Another way to help identify the name is to ask where the checks are who the checks are being written to.

Q: When is my assessment payment due?

A: Typically, if you are paying the assessment monthly, it is due by the 1<sup>st</sup> of the month. It is always best to check the Rules & Regulations for your Association for the exact date as some of the Associations vary with payment occurrences.

Q: What types of payment do you accept in your office?

A: Personal check, cashiers check or money orders are the only form of payment accepted in our office.

Q: Can I make a payment online?

A: Yes. Please click on the tab “Make a Payment”.

Q: I received a violation/fine but I don’t agree with it. What can I do?

A: Please send a letter to Management by USPS or fax to 630-787-0336 for the Board’s review. You may also send an email to [info@williamsonmanagement.com](mailto:info@williamsonmanagement.com).

Q: I still have questions, who can I talk to?

A: You may call 630-787-0305 or email [info@williamsonmanagement.com](mailto:info@williamsonmanagement.com) for any additional questions or concerns you may have.