



January 26, 2026

Dear Owners,

I hope this message finds you well. Attached, you will find the 2026 approved budget with reserves for our community. This document outlines the allocation of funds and provides a detailed breakdown of expenses for the year. Reviewing this budget will give you a comprehensive understanding of how your quarterly assessments contribute to the well-being of our community.

For your convenience, please find the preferred payment methods and any specific instructions outlined in the attached documents.

Here are the payment options available to you:

Mail a Check: You can mail a check to the Association bank lockbox; Please ensure to include the coupon along with the payment to ensure proper allocation. Please include a coupon with every payment. Association bank mailing address: Carlton House Management Assn Inc c/o SouthState Bank P.O. Box 668767 Miami FL 33166-9422

Automatic Bank Payments: You can set up automatic bank payments (ACH) for your **quarterly** maintenance assessments. This option is free of charge and makes paying fees easy and worrying free. <https://autopay.castlegroup.com/>

Instructions for autopay setup:

Log In to the Association Bank Website through the Castle Group website:
<https://www.castlegroup.com/resident-center/>

Access Your Account: Log in to your resident account on the bank's website using your credentials.

Set Payment Frequency: When enrolling in AutoPay, please ensure that you select the **"Quarterly"** payment frequency.

Verify Payment Amount: Make sure to enter the correct amount of the payment, which should correspond to your **quarterly** maintenance assessment.

Review and Confirm: Before finalizing the setup, carefully review the payment details to confirm that the frequency, due date, and payment amount are all accurate.

Online one-time payment: You can make a onetime payment with your checking account via E-Check; <https://www.castlegroup.com/resident-center/>

Credit Card Payments: While we do accept credit card payments, please note that a convenience fee may apply. You can make credit card payments through the resident portal on our website.

<https://www.castlegroup.com/resident-center/>

Note:

eCheck payments must be received by 4:00 PM Pacific to begin processing today.

Card payments must be received by 4:00 PM Pacific to begin processing today.

Payments received after the cutoff may take up to 4 business days to be completed if the payment date falls on a weekend or holiday.

In most cases, payments are processed within 1-2 business days.

Your prompt payments are crucial to maintain the community's services and amenities efficiently.

If you have any questions or need assistance with your payments, our management office is here to help.

You can reach us at 800.337.5850 or by email to blopez@castlegroup.com.

Thank you for your commitment to keeping our community a great place to live. We appreciate your cooperation in ensuring timely monthly maintenance assessment payments.

Best regards,