



[HOME](#) [CALENDAR](#) [FAQS](#) [DOCUMENTS](#) [HELP](#)

## Welcome, Owner!

Gates Hudson Community Management is excited to bring you a new Owner portal for your Association. Our hope is that this portal serves as an information resource for your community and a convenient tool for communication with your management team.

Upon login, owners will have 24/7 access to view their account statements, and easily make payments. We offer several convenient electronic payment options, and encourage owners to utilize these options.

If you have questions about your account, or about the association in general, please use the portal to submit all non-emergency communication. Your query will be routed to the appropriate employee for a quick response.

### Log In

[I forgot my login/password](#)

Email

Password

Keep me signed in.

Log In

Sign Up

#### How do I get a login?

Use the Sign Up button on the right side of this page to submit a request. Or email [contact@ghacm.com](mailto:contact@ghacm.com) or call us at (703) 752-8300. Please include your name, association and property address.

#### How do I make a payment?

Login and choose "Billing" from the menu on the left. Several convenient electronic payment options are available.

#### How do I submit a request or question?

Login and choose "My Items" from the menu on the left. Look for the "Submit a Request" option.

The screenshot shows a user interface for a community dashboard. At the top left, a dropdown menu is labeled '1'. Below it is a navigation sidebar with items 4 through 10. The main content area is titled 'Dashboard' and includes a 'Payments' section with an account balance of \$0.00 and a 'Make A Payment' button labeled '2'. To the right, there is an 'UPCOMING ASSESSMENTS' section with two entries. Below that is an 'Open Issues' table with four rows of data. At the bottom left of the main content area is a 'Submit A New Request' button. At the top right, the user's name 'Margaret' and profile icon are labeled '3'.

1. Name of you Community
2. Short Cut to Billing for Payments
3. Homeowner Name and Drop Down to Account Information
4. Dashboard – Takes you back to the main page.
5. My Contact Info – Your personal information – telephone, email, mailing address, communication preferences
6. Billing – “Overview” and “Make a Payment”
7. My Items – “My Items” and “Submit a Request”
8. Calendar & Events – the Community Calendar
9. Directory – List of Owners and their addresses.
10. Documents – Where you can download the Community financials, governing documents, minutes and more.

## 5. Dashboard - My Contact Info:

### My Contact Info

**Contact Info** My Login

**General Communication Preference**

Email  Text  Paper

**Billing Communication Preference**

Email  Paper

**Directory Preferences**

Hide Name In Directory?  
 Hide Email In Directory?  
 Hide Phone In Directory?  
 Hide Property In Directory?

Label	Contact		
	[redacted]@aol.com (Primary)	<a href="#">Edit</a>	<a href="#">Delete</a>
	[redacted] Court Falls Church, VA 22042	<a href="#">Edit</a>	<a href="#">Delete</a>
Resident Cell Phone	(20 [redacted] 500	<a href="#">Edit</a>	<a href="#">Delete</a>

### My Contact Info

Contact Info **My Login**

**Login**

m [redacted] e@aol.com

**Current Password**

**New Password**

**Confirm New Password**

6a. Dashboard - Billing (Overview Tab):

(download your account ledger)

**Billing**

**Overview** [Make a Payment](#)

Please note that if your account is in collections/with the Attorney, the transactions below may not reflect all current charges.  
If you have a question about your account, please visit the [Submit a Request](#) page and submit a **Billing Question**.

**Current Balance**      **\$0.00**

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Current Balance: \$0.00

Make this payment via:

[Auto-Draft](#)      [Credit Card](#)

[Recurring eCheck](#)      [One-Time eCheck](#)

Account #: 81 [REDACTED] 75  
Association: [REDACTED]  
Address: [REDACTED] Court

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Current Balance: \$0.00

Make this payment via:

[Auto-Draft](#)      [Credit Card](#)

[Recurring eCheck](#)      [One-Time eCheck](#)

Account #: 83 [REDACTED] 0  
Association: [REDACTED]  
Address: [REDACTED] Court

[Make Another Payment](#)

**Account History**

[Download Report](#)      81 [REDACTED] 75 - [REDACTED] Court

Tran Date	For	Amount
04/06/2021	Chk #6 [REDACTED]	(\$254.00)
04/01/2021	2021 Monthly Assessment	\$254.00


## 6b. Dashboard - Billing (Make a Payment Tab Auto-Draft):

### Billing

Overview **Make a Payment**

Click on the links below for more information about each payment type, and to submit a payment.

[Auto-Draft](#)      [One-Time eCheck](#)      [Recurring eCheck](#)      [Credit Card\\*](#)



### Auto-Draft

Make a Payment > All Auto-Drafts

We are pleased to offer Automatic Draft for your Association's assessments, free of charge! Under this Auto Draft agreement, your regularly scheduled Assessments will be automatically drafted on the designated day of your Association's billing cycle. With Auto Draft, the draft amount will automatically adjust according to your Association's year budget. You will not have to make any changes when your Assessment increases or decreases.

**In order to enroll in Auto Draft, your account balance must be paid in full. If you have a balance due, you can submit a one-time eCheck payment to bring your balance due, and then return to this page to enroll in Auto Draft. Make sure to edit the start date for your next assessment due date.**

Please keep in mind that this authorization is for your regularly scheduled Assessments only. If you have a question about your draft or the best payment option for your unique situation, please submit a **Billing Question** to our staff through your **Submit a Request page**. We are always glad to assist!

[Enroll/Update All Properties](#)

Account	Address	Bank Account	Routing	Start Date	Balance
▲ Carr at New Providence, A Condominium					
81 [REDACTED]	[REDACTED] Court				\$0.00
					<a href="#">Enroll</a>

## 6c. Dashboard - Billing (Make a Payment Tab One-Time eCheck):

### Billing

Overview **Make a Payment**

Click on the links below for more information about each payment type, and to submit a payment.

[Auto-Draft](#) [One-Time eCheck](#) [Recurring eCheck](#) [Credit Card\\*](#)

### One-Time eCheck

[Make a Payment](#) > [One-Time eCheck](#)

Our one-time eCheck payment option is completely free and will be reflected on your account ledger the same business day. By completing the eCheck form below and clicking "Make Payment", you are authorizing your management company to process a one-time eCheck payment using the bank account and routing number that you provide. Please be advised that this transaction can take up to 2-3 business days to be reflected on your personal bank statement. There may be a service charge for any payment returned for insufficient funds or for a closed account.

You can make a payment of any amount, regardless of your balance due. If you would like to pay an amount other than the total listed in the "Payment Amount" field below, you can click on the number in the "Payment Amount" field to edit the amount you would like to pay.

Account Type

Checking

Email

██████████e@aol.com

Checking Account Number

██████████

Routing Number

██████████

Confirm Checking Account Number

██████████

Select properties to pay

<input type="checkbox"/>	Account	Property	Balance	Payment Amount	
<input type="checkbox"/>	81C ██████████	██████████ Court Falls Church, VA 22042 at Carr at New Providence, A Condominium	\$0.00	\$0.00	<a href="#">Edit Amount</a>

Payment Total: \$0.00

I hereby authorize my assessment payment to debit the identified account for the amount indicated above. I recognize this is a courtesy third party service provided by Gates Hudson Community Management. Likewise, I authorize my financial institution to accept this debit and charge it to my account. If the transaction is established as recurring in nature, I agree that the ACH transaction I authorize complies with all applicable laws.

eSignature:

[Submit Payment](#)

## 6d. Dashboard - Billing (Make a Payment Tab Recurring eCheck):

### Billing

Overview [Make a Payment](#)

Click on the links below for more information about each payment type, and to submit a payment.

[Auto-Draft](#) [One-Time eCheck](#) [Recurring eCheck](#) [Credit Card\\*](#)



## Recurring eCheck

[Make a Payment](#) > [Recurring eChecks](#)

By using our recurring eCheck payment method, you can setup a recurring payment on monthly or quarterly basis. With recurring eChecks, you control the date that your payment is made. Recurring eChecks can be edited or deleted online at any time and there are no processing or setup fees! There may be a service charge for any payment returned for insufficient funds or for a closed account.

It is very important to note that by using the recurring payment method, the assessment amount **will not automatically update** according to your Association's Assessment amounts. **If your community changes the assessment amount, you will need to come back to this page and update your recurring eCheck to reflect the balance due for your account.**

Click on the "New Recurring Payment" link below to get started!

[New Recurring Payment](#)

Nickname	Account	Property	Amount	Account Ending	Frequency	Pay on
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No scheduled payments.

## 6e. Dashboard - Billing (Make a Payment Tab Recurring eCheck):

### Billing

Overview [Make a Payment](#)

Click on the links below for more information about each payment type, and to submit a payment.

[Auto-Draft](#)   [One-Time eCheck](#)   [Recurring eCheck](#)   [Credit Card\\*](#)



### Credit Card Payment

[Make a Payment](#) > [Credit Card Payment](#)

For credit/ debit card payments, click on the "Make Payment" link below you will be directed to a third party website. There you can make payments that will be applied directly to your Association's account. Please be advised that a 3.25% processing fee is charged for this service.

Account	Property	Balance	
81 [REDACTED]	[REDACTED] Court Falls Church, VA 22042 at Carr at New Providence, A Condominium	\$0.00	<a href="#">Make Payment</a>



## 7a. Dashboard – My Items (My Items Tab):

### My Items

**My Items** [Submit a Request](#)

Welcome to your My Items page! This page allows you to follow activity on requests submitted through the *Submit a Request* page and any open tickets, which we refer to as "Action Items." Action Items displayed here include all activity for your property or properties over the last 30 days. This can include any resolved or voided activity.

Click on the drop down arrow next to each Action item displayed to see any messages sent to you and recent activity related to that item. Click "Reply" to send a message about your item.

From	Subject	Message	Date
<input type="text"/> ▼	<input type="text"/> ▼	<input type="text"/> ▼	<input type="text"/> ▼
	<a href="#">Check Payment - Closed</a>	04/06/2021 check # [REDACTED] 5 for \$229.00	04/07/2021 9:46:26 AM

7b. Dashboard – My Items (Submit a Request Tab):

**My Items**

Submit A Request

My Items Submit a Request

Select the type of request you would like to submit:

General Request

Property  
[Redacted] Court

Choose a Type of Request  
(Choose a Request Type)


Subject  
[Empty text box]

Please provide a detailed description of your request.  
[Empty text area]

Attach documents to help describe your request  
[Select files...]

Submit Form

(Choose a Request Type)  
Billing Question  
Fee Waiver Request  
General Question  
Homeowner Refund Request



## 8. Dashboard – Calendar & Events:

**Calendar & Events**

Community Calendar

Stay up to date with events happening in your community.

Today ◀ ▶ 📅 Thursday, April 01, 2021-Friday, April 30, 2021

Day Week **Agenda** Month

Date	Time	Event
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**Calendar & Events**

Community Calendar

Stay up to date with events happening in your community.

Today ◀ ▶ 📅 April, 2021

Day Week Agenda **Month**

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
28	29	30	31	01	02	03
04	05	06	07	08	09	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	01
02	03	04	05	06	07	08

## 9. Dashboard – Directory:













### Directory

Homeowners

Search

Name	Phone	Email	Address
<input type="text"/> <input type="button" value="▼"/>	<input type="text"/> <input type="button" value="▼"/>	<input type="text"/> <input type="button" value="▼"/>	<input type="text"/> <input type="button" value="▼"/>
The [REDACTED] Trust			[REDACTED] Drive
[REDACTED]bboud			[REDACTED]g Court

## 10. Dashboard – Documents:

Documents		
		<input type="text" value="Search"/> 
Name	Number of files	Last Update
 Amenities	<u>0</u>	04/09/2021
 Architectural	<u>0</u>	04/09/2021
 Audit	<u>0</u>	04/09/2021
 Budgets	<u>0</u>	04/09/2021
 Forms	<u>1</u>	05/15/2020
 Governing Documents	<u>0</u>	04/09/2021
 Meeting Minutes	<u>2</u>	03/19/2021
 Move	<u>0</u>	04/09/2021
 Parking	<u>0</u>	04/09/2021
 Reserve Study	<u>0</u>	04/09/2021
 Welcome Packet	<u>0</u>	04/09/2021