



# Creekside Village of Los Gatos Updated Payment Options

Dear Homeowner,

Online payments will now be integrated with the new Webaxis homeowner portal. EChecks and Debit/Credit cards are accepted. If you're currently using coupons or your bank's BillPay to pay for assessments, **you can keep using those payment methods.** Please refer to the table below for instructions.

For those currently enrolled in HBCPay.com, please login and close your recurring payments before setting up new recurring payments in the new portal to avoid duplicate charges. Call HBCPay hotline **(844) 489-0999** or email **hoaspecialtybanking@herbank.com**.

**⚠️ NOTE:** You can use HBCPay.com Autopay only till March 1, 2022.

## Payment Options



**NOTE:** There will be no late fees for the month of January.

### Pay Online via Webaxis Portal

**NEW**

1. <https://grayson.cincwebaxis.com/CRE>
2. At the top-right corner of the screen, click the **Sign In** button. If you don't have a login yet, click **Create Account** to register.
3. Once logged in, in the Menu Bar, click **Pay Assessments**.
4. Click the **New Recurring Payment** button.
5. Scroll down to view Choose Payment Method section and click **Pay by eCheck** or **Pay by Credit Card**.
- ⚠️ NOTE:** When you use eCheck, your payment fee is waived. Using a credit or debit card will incur a fee amounting to 3.25% of the payment amount.
6. After choosing a payment method, input information in the necessary fields.
7. At the bottom of the page, click **Submit**.

### Pay via Your Bank's Bill Pay

Please contact your bank for specific instructions. Make sure your payments are:

1. made payable to **Creekside Village of Los Gatos HOA**
2. your Homeowner account number is written on the check. There will be no change in your account no. You can see this in your monthly statement. Email **accounting@graysoncm.com** for inquiries.
3. The remittance address is:  
**HOA Remittance Processing  
P. O. Box 90550  
San Jose, CA 95109-3550**

### Pay via Check + Coupon

To pay with check with attached coupon, please make sure:

1. the check is payable to **Creekside Village of Los Gatos HOA**.
2. your Homeowner account number is written on the check. There will be no change in your account no. You can see this in your monthly statement. Email **accounting@graysoncm.com** for inquiries.
3. enclosed is the corresponding coupon for the month you are paying
4. the mailing address is:

**HOA Remittance Processing  
P. O. Box 90550  
San Jose, CA 95109-3550**

If you would like to order a coupon booklet, send an email request to **accounting@graysoncm.com**, or fill out the online order form **GraysonCM.com/Coupons**.



Grayson Community Management

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