

BEARS CROSSING COMMUNITY W&B'S OWNERS' WEBSITE FAQs

Q What's on W&B's owners' website? How is it different from BearsCrossing.com?

A Accessible by login, W&B Property Management's Owners' website houses essential Bears Crossing Homeowners Association (HOA) information, including Master, Single Family Home, and Condo Association meeting agendas and minutes; HOA bylaws; HOA assessment information; an owners directory; and more. Owners should log in periodically to stay up-to-date on Community developments. This is also the place where you can manage your HOA account. You can view past assessments and payments in the "Account View" section. The "Bears Crossing Assessment Procedure" in the "Documents" section of the site homepage shows you the schedule of payments for the coming year.

Q How do I find my login information for W&B's owners' website?

A To access W&B's owners' website, you'll need to log in using your user ID (i.e., your Bears Crossing HOA account number) and personal password. If you need help finding this information or would like to reset your password, call W&B's office at 802-464-5749 or e-mail info@wbmvt.com.

Q As a condo owner, I have two HOA accounts: one for the Master Association and one for my Condo Association. How can I see everything in one place?

A W&B's system offers an "Account Link" feature. This allows condo owners to view both accounts with one sign in. Simply log in, click on Account Link, and fill in your account number and password for the account that you want to add. Once you click on the "link" button, you will be able to view both accounts. As you navigate the portal, the best way to identify which account you are in is to open the "Summary" tab (it can remain open in the left panel). This will show the account number.



Q Does Account Link allow me to pay my Condo and Master Association assessments in the same payment?

A Even if you've signed up for Account Link, you'll need to pay these assessments separately because they are deposited in different accounts. This is bank policy.

Q Can I set up auto-pay for my assessments? Is there a fee for this service?

A Yes! You can use the E-Pay function on W&B's website. There is no fee to set it up, but there is a fee if you are paying with a credit card to cover processing charges. Many owners also make electronic ACH payments, which are set up through their bank account.

Q Can I choose whether to receive paper assessment bills by mail or electronic billing?

A The Community's assessment bills are automatically sent through the U.S. Mail by our invoicing vendor. If you would like to switch to electronic billing, please refer to the instructions from SouthData/OSG on your next paper bill received by mail.