

## Frequently Asked Questions (FAQ): FY26 Assessments & Trash Fees

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### 1. Do homeowners still need to pay the \$2 monthly service fee?

No. As of May 2025, the Board of Directors has removed the \$2 monthly service fee.

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### 2. Will homeowners receive a monthly coupon showing the annual assessment this year?

No. Homeowners will not receive a monthly coupon booklet; however, they can use the May coupon to pay the full \$900 assessment amount if they choose to pay annually.

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### 3. Why do some homeowners now have two accounts?

Homeowners who opted in for trash service through MPOA as of May 1st will now have two separate accounts:

- **M1 Account** – Assessment
  - **M2 Account** – Trash Service
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### 4. Can I view both accounts in the Resident Portal if I opted in for trash service?

Yes.

- Residents who opted in for trash service during the FY24–25 fiscal year were automatically added to ClickPay profiles.
  - Homeowners must manually add the second (trash) account in *Connect* to view charges and balances.
  - Those opting in for trash in the FY25–26 fiscal year must add the unit in both *Connect* and *ClickPay*.
  - Instructions for adding the second unit in *Connect* are available on the website under **For Residents > Assessments > Tutorial**.
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### 5. Will homeowners receive a monthly statement for the trash fee?

Yes. Beginning May 1st, all homeowners will receive monthly trash fee statements. If the trash fee is paid in full for the year, no monthly statement will be sent.

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### 6. Will homeowners receive a statement for assessments if paying monthly?

Yes, unless they opt in for **e-statements through WelcomeLink**.

- Registering for email or text alerts in the Resident Portal does *not* impact statement delivery.

- Homeowners can sign up for e-statements directly at:  
<https://estatements.welcomelink.com/dcmetro>
  - Registration becomes available *after* receiving the first May statement.
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**7. Can I pay both my assessment and trash fees online through ClickPay?**

Yes.

- Both can be paid through ClickPay.
  - Each fee has its own account number and must be paid or scheduled separately.
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**8. Is it cheaper to pay the assessment annually versus monthly?**

No. Since the \$2 monthly service fee has been removed, the total amount is the same whether paid monthly or annually.

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**9. Will I receive a budget letter by mail this year?**

No. The FY26 budget letter was included in the **April Montclairion** and is available electronically on the community website.

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**10. What is the trash assessment amount for this year?**

The trash assessment is **\$20.95 per month**, payable either monthly or annually.

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**11. If I pay the full assessment and trash fees up front, will the total amount show as deducted in the Resident Portal and ClickPay?**

No. Payments made in full will appear as a *running credit* in both systems. Charges will be deducted monthly from this credit through April 2026.

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