Homeowner FAQ's

When is this assessment payment change effective? January 1, 2027

How will I update my account? You will receive an email link from Support@gocampmgmt.com that directly links to your NEW account that will connect you to your account information for you to select and update your payment options.

If I pay by ACH/Auto Pay *(the payment is automatically taken from my bank account),* do I need to update my account information? Yes, you will need to update your account information. You will receive an email link from Support@gocampmgmt.com that directly links to your NEW account that will connect you to your account information for you to select and update your payment options.

Will there be a charge to sign up for direct debit? No, this remains a free method of payment. Be sure to click the link to sign up for Free ACH.

What do I need to do if I use a bill payer? *(ie. the bank automatically sends your payment – different than ACH/Auto Pay)* You will need to contact your bank directly to update the billing address. **The new lockbox address is**: Community Association Management Professionals LLC, PO Box 5625, Deptford, NJ 08096.

Will I receive a coupon book? Only if you have not signed up for direct debit before 12/28.

When will I receive a new coupon book? Coupon books will be mailed during the beginning of January. This is another free method to make your assessment payment.

Can I pay by credit card? Yes – you can pay by credit card, you can set a recurring payment if you prefer. There will be a 3.99% processing fee.

Can I pay by e-check? Yes – you can pay be e-check. There will be a $2.95 processing fee.

Will late fees be applied in January? No – late fees will be postponed until February. Be sure to set up your payment methods.

Will there be a new Resident Portal? Yes, a new Resident Portal will be established and you will have access to all of the same information as you currently do. We believe the user experience will be much easier for you to navigate and find the information you need as well as submit ARC applications and work orders. More information to come after January 1.