

**Welcome Package**  
**Morgan Town Loftominiums**

Order: B95Y3VJHC  
Address: 22 N Morgan St Ste 105  
Order Date: 06-02-2025  
Document not for resale  
HomeWiseDocs

**PLEASE FORWARD THE FOLLOWING INFORMATION TO THE SELLER:**

Dear Seller,

Congratulations on your pending sale!

Here are a few links that you may find helpful as a seller:

- Please complete the notice of intent to sell link prior to your closing:  
<https://westward360.com/forms/notice-of-intent-to-sell/>
- If you are moving out of the unit, please complete the move request form link prior to your move-out: <https://westward360.com/forms/move-request/>

If you have any questions, please email us at [slm@westward360.com](mailto:slm@westward360.com) or call us at (773) 572-0880.

**Important Note:** There is a Westward360 Transfer Fee. The amount will be listed on the Paid Assessment Letter and should be paid at closing (we recommend that the seller pay half and the buyer pay half). Once we receive the closing statement and/or transfer fee title check(s), you will be moved out of your Homeowner Portal at <http://www.westward360.com>.

**Important Note:** If you have an auto-debit setup on your account, please make sure to delete it so you are not charged for future assessments after you close.

Wishing you the best,

***The Team at Westward360 Property Management.***

**PLEASE FORWARD THE FOLLOWING INFORMATION TO THE BUYER:**

Dear Buyer,

Congratulations on your new purchase!

Here are a few links that you may find helpful as a new owner:

- Please complete the pending purchase form link prior to your closing:  
<https://westward360.com/forms/notice-of-pending-purchase/>
- If you are moving into the unit, please complete the move request form link prior to your move-in: <https://westward360.com/forms/move-request/>
- If you plan to lease the unit, please complete the new lease request form link prior to your new tenant: <https://westward360.com/forms/new-lease-request-form/>  
***Important note:*** Before planning to lease the unit, please be sure to review your association's governing documents as some associations may have rental caps, rental restrictions, or may not allow rentals.

If you have any questions, please email us at [slm@westward360.com](mailto:slm@westward360.com) or call us at (773) 572-0880.

**Important Note:** There is a Westward360 Transfer Fee. The amount will be listed on the Paid Assessment Letter and should be paid at closing (we recommend that the seller pay half and the buyer pay half). Once we receive the closing statement and/or transfer fee title check(s), you will be moved into your Homeowner Portal at <http://www.westward360.com>.

**Important Note:** Please provide us with the closing statement/ALTA after your closing takes place so we can set you up in our system. Once we receive the closing statement, you will receive an account login email so you can pay assessments online, etc.

Wishing you the best,

***The Team at Westward360 Property Management.***

## **Useful information for the buyer post-closing:**

Welcome to Westward360 Property Management! We would like to thank you for allowing us the opportunity to serve as your condominium management company. This welcome packet includes auto-debit information and general information about Westward360. If you have not done so already, please fill out the Pending Purchase Form on our website at the following address: <https://www.westward360.com/forms/notice-pending-purchase-form/>, so that we can better serve you. Once you have completed that form, you will receive a link to a form where you can let us know once the transaction has been completed.

We are proud to be environmentally friendly and paperless whenever possible. After three months of managing your association, homeowner statements will be sent electronically via the email address that is provided per the completed Pending Purchase Form. If you do not reside at the condominium property, please be sure to include your preferred mailing address as well, as we do occasionally send important information via US Mail. Below is some additional information that should help to ensure a smooth transition process.

To mail any association checks, send them to:  
 [ASSOCIATION NAME (will be listed on your online account)]  
 c/o Westward360  
 PO Box 7061  
 Carol Stream, IL 60197-7061

**Important:** Please put your 8-digit account number on your check. Your 8-digit account number is listed under *account information* when you log in to your homeowner portal; if you have any trouble, call us or e-mail us using the contact information below.

### **CONTACT INFORMATION**

Our office hours are 9:00am to 5:00pm Monday through Friday excluding national holidays. Emergency support is available 24x7 at the main telephone number listed below.

#### **Main Office:**

1464 W Webster Ave.  
 Chicago, IL 60614  
 (e) [support@westward360.com](mailto:support@westward360.com) (p)  
 773-572-0880  
 (w) <http://www.westward360.com>

#### **Mailing Address for Association payments:**

[ASSOCIATION NAME (shown on  
 you statement)]  
 % Westward360  
 PO Box 7061  
 Carol Stream, IL 60197-7061

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## **ONLINE ACCESS**

To manage your account online, visit <http://www.westward360.com> and click “Sign In” on the top right. This website will give you access to homeowner documents; i.e. Bylaws, Rules & Regulations, Meeting Minutes as well as payment options, work order requests, and the association discussion board.

Register for a personal user account on the website by following the instructions below:

1. Provide us your preferred email address by either including it on your PENDING PURCHASE FORM or by calling our offices at (773) 572-0880. After receiving it, a welcome email will be sent to your inbox containing a temporary password.
2. Go to <http://www.westward360.com> and sign in to your account.
3. Log in under “Sign In” using your email address as the username and the temporary password that was provided to you.

To Add Auto-Debit:

1. Sign into your Homeowner Account (<http://www.westward360.com>) with your email and password.
2. Your balance due will display at the top of your account
3. There will be a make payment and an autopay button on the right-hand side
4. Click the autopay button and enter your bank account information
5. If you have any questions, please contact customer service

Other Tips:

- You can access the various features of our online portal by clicking on the tabs at the top of the screen. Update your contact information by clicking the “My Info” link at the top right corner.
- Only one email address per unit may be used to create an account via our online portal. If you have multiple units, please contact our office to set up multiple online accounts or provide a separate email address for each unit on your PENDING PURCHASE FORM.
- If you do not have access to the internet or have difficulty accessing the online portal, please contact our office to update your contact information and preferred mailing address.
- Our member services department is available to answer questions about your account during business hours at (773) 572-0880.

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## **ASSESSMENTS**

Assessments are due on the 1st of each month and may be paid online via the portal site (login instructions included above, in #2 - Online Access). If you prefer, you may also mail a check (or set up online billpay via your bank's website) to the following address:

[ASSOCIATION NAME (shown on your statement)]  
c/o Westward360  
PO Box 7061  
Carol Stream, IL 60197-7061

**Important:** Please put your 8-digit account number on your check. Your 8-digit account number is listed under *account information* when you log in to your homeowner portal; if you have any trouble, call us or e-mail us using the contact information above.

### **Notes:**

-The transition process for new associations can take several months. A reconciliation report is required from the previous management company before unit owner accounts are accurately updated to reflect outstanding balances or credits. If your account appears inaccurate, it should be resolved within the next 30-60 days. If you have questions or receive a late fee due to an incorrect balance, please e-mail us at [support@westward360.com](mailto:support@westward360.com), or call our office for assistance.

-If you prefer that we set up auto-debits on your behalf, you can contact customer service to walk you through the process. Then your assessment payments will be debited from your bank account each month. You can also make one-time payments each month via the online portal. Please note that electronic funds transfers can take six to eight weeks to initially set up for your association. In the meantime, please send in a check to the Carol Stream mailing address shown above for your first month's dues.

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## **MAINTENANCE**

If a maintenance concern arises, please submit a service request online by visiting <https://www.westward360.com/quick-links/> and indicating that you are a current customer looking for property maintenance. Fill out the form and let us know what you need. We ask that you submit maintenance requests online to avoid any confusion and to ensure that we have a clear record of your request. Calling a Board Member or emailing your Property Manager directly may result in a delay in the reply/resolution to your request. Our Operations Department arranges all maintenance requests that are made by homeowners and will follow up on the request within 24 hours of receiving it.

When making a request, be specific about the problem and remember to include your name, unit number and the best number to reach you at in case additional information is needed in order to complete your request. Please keep in mind that most major maintenance projects for the association do require board approval and may take longer to resolve.

## **EMERGENCY MAINTENANCE & PROCEDURES**

An emergency is defined as an event that is or could damage property or residents located at the building. This includes fire, flood, or anything else that is potentially dangerous or hazardous. Please note: An emergency is not an annoying sound, loud music playing or a barking dog. For non-emergencies or general owner complaints, please submit a service request.

If you have an emergency that can't wait until the next business day, please call our main telephone line at 773-572-0880. Follow the prompts to indicate that your call is an emergency, and you will be connected to a live employee of Westward360 24 hours per day, 7 days per week. In the rare event that all of our call center agents are busy with other customers, please leave a detailed message with your contact information, and you can expect a call back within 10 minutes.

Please contact 911 immediately to report FIRE or CRIMINAL ACTIVITY in or around the property.