



Hello New Homeowner,

Welcome to your new condominium community. Top Level Property Management will be assisting with the day-to-day management duties of the Association and acting as a primary contact for all unit owners and Board members. Our real estate division, The Cheng Real Estate Group is always available to assist any owners with real estate needs or questions as well. Should you need the services of Cheng Real Estate Group, please call (608) 957-2683.

### **Providing Your Contact Information**

Please fill out the Owner Contact Information Form and send it back to us at [condos@toplevelproperty.com](mailto:condos@toplevelproperty.com).

Once your email address is confirmed, you will receive an email with login information for your online payment portal, Appfolio. You can use the portal to set up automatic payments, submit maintenance requests, and view condo documents. This is a secure portal where only you can view your payment information, not our company. We ask all owners to begin paying HOA dues electronically in our AppFolio Portal. If you do not receive an email in your inbox or spam within 3 business days of returning your Owner Contact Information Form, please call the phone number below to update your information.

### **Payment Information:**

Your current HOA Dues are listed in your portal. We strongly encourage all owners to pay HOA dues electronically to avoid delays. However, if you are unable to pay electronically, you may mail a check.

Checks Payable to: *\*Association Name\** Condominium Association % Top Level Property Management (TLPM)

Mailing Address: Top Level Property Management LLC  
PO BOX 45538, Madison, WI 53744

### **TLPM Contact Information**

Your property manager will be your point of contact:

Email: [condos@toplevelproperty.com](mailto:condos@toplevelproperty.com)

\*Email communication is preferred for non-emergency questions and requests\*

### **Emergency Maintenance**

For maintenance emergencies (threat to life or property), please call 608-405-8076.

If you have any questions, please do not hesitate to contact us. We look forward to working with you!

Thank you,

Top Level Property Management Team

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Office Address:  
2987 Yarmouth Greenway Dr  
Fitchburg, WI 53711

Mailing Address:  
P.O. Box 45538  
Madison, WI 53744

[condos@toplevelproperty.com](mailto:condos@toplevelproperty.com)  
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