

CLOSING INSTRUCTIONS FOR UNIT SALES

All legal docs are on the HOA website at www.JohnstonStation.org under "Documents".

INSTRUCTIONS FOR THE SELLER

Make sure your HOA account at Community Financials (HOA Accounting Service) is current.
Community Financials portal: <https://office.smartwebs.com/>

INSTRUCTIONS FOR THE BUYER

Monthly Association dues of \$275 are due on the 1st of the month. After closing, you will receive information from Community Financials on how to set up your HOA account and automatically pay your HOA association dues each month. It could take a couple of weeks for this written information to arrive. You will be provided a unique account number for your HOA account at Community Financials.

INSTRUCTIONS FOR LICENSED REAL ESTATE AGENTS & CLOSING AGENTS

ATTESTATION ABOUT BUYER OCCUPANCY

Our process requires the licensed real estate agents involved in the closing make an attestation about the buyer's occupancy status. This attestation is made during the request for the "Resale Demand" document. All unit sales that involve a non-owner-occupied buyer will be legally reviewed by our HOA Attorney to determine if applicable HOA legal requirements have been met.

TWO WEEKS NOTICE

We require that these Closing Instructions start 2 weeks prior to the closing date to provide sufficient time to address legal issues regarding the sale.

STEP 1. Place an order for a Resale Package with Home Wise Docs (this costs \$102.00)

Order the "Resale Demand and Association Documents".

<https://www.homewisedocs.com/>

Rationale for this step: The Closing Agent provides the Resale Package to the buyer, so that the HOA payoff statement is available and buyer has been provided all HOA documents.

STEP 2. Contact Community Financials and request a "Resale Demand" document

Community Financials (HOA accounting service) will provide you with real estate closing instructions in a "Resale Demand" document.

Settlement/Escrow Agents can request this information as follows:

Phone: (833) 266-3646, option 3

Email: resale@communityfinancials.com

Email Subject line: Johnston Station HOA – insert HOA property address

Rationale for this step: The Closing Agent provides the "Resale Demand" document to the buyer, so that the buyer has been provided necessary HOA information.

STEP 3. Submit your already prepared Affidavit for signature & notarization to our HOA (this costs \$0)

This will be provided if required steps (Step 1 and Step 2 above) have been completed.

Settlement/Escrow Agents may submit the already prepared Affidavit to:

Email: matt@hudsonpmg.com

Email Subject line: Johnston Station HOA – insert HOA property address

Rationale for this step: The Closing Agent provides a signed/notarized Affidavit to the buyer, so that the buyer knows that unpaid dues at time of closing is \$0.

MONTHLY ASSOCIATION DUES ARE \$275 PER MONTH

PROSPECTIVE HOME BUYERS

Please carefully read the Rules & Regulations and other legal documents on the HOA website at www.JohnstonStation.org under "Documents". When you purchase a home in our community, you agree to abide by our HOA legal requirements.

EMERGENCY PHONE

Call 911. Our HOA no longer has an emergency phone number.

ACCOUNTING SERVICE - COMMUNITY FINANCIALS

Monthly dues payments are made to our HOA Accounting Service, Community Financials.
Community Financials portal: <https://office.smartwebs.com/>

MORTGAGE REFINANCE

If you need a proof of a zero account balance for a mortgage refinance, contact Community Financials.
resale@communityfinancials.com
(833)266-3646, option 3

HOMEOWNER CONTACT INFORMATION MUST BE KEPT CURRENT

Our HOA uses the account information at Community Financials as the legal system of record for homeowner contact information. All homeowners are expected to create an account and keep their address/phone/email updated.

HOA LEGAL DOCUMENTS

HOA legal documents are available on the HOA website, and also available on the Community Financials portal.

MINUTES & BOARD MEETING SCHEDULE

Board Meeting minutes and Board Meeting Schedule are available in the Community Financials portal.

HOA BANKING & FINANCIAL STATEMENTS

Our HOA keeps reserve funds in Green State Credit Union, at the Ankeny Branch. Our HOA keeps operating funds in Pacific Premier Bank. Our monthly financial statements are prepared by licensed CPAs with Community Financials and placed in the Community Financials portal in the "Financials" folder. It takes a few weeks for the monthly reports to be prepared.

HOW TO SUBMIT A MAINTENANCE REQUEST

Unit Owners may log into their account on SmartWebs and click on the "Work Order" button.
<https://office.smartwebs.com/>

We need to note that it would be reasonable for an owner to get a response to maintenance requests in a couple of days (as opposed to a couple of hours). In point of fact, this is a homeowner association, not an apartment complex. It takes at least several days for a response to maintenance requests to be initiated.

HOA GOVERNANCE COMPLAINTS / COVENANT VIOLATIONS

Write to Village at Johnston Station, C/O Hudson Property Management, 1200 SW State Street, Suite A, Ankeny, IA 50023 or appear at a board meeting to discuss your issue.

DECKS / WINDOWS & WINDOW SCREENS / FRONT DOORS & GARAGE DOORS

Repairs are the responsibility of the homeowner. Repairs must conform to original design, style, and color of the original item. Total replacements must be approved by board. Submit requests to the HOA address or attend a Board Meeting.

CERTIFICATE OF INSURANCE/PROOF OF INSURANCE

Our HOA has a master insurance policy at the Premier Insurance Group office in Grimes. Homeowners who need a Certificate of Insurance to provide to their mortgage company, may directly contact the HOA master insurance agent office as follows: Karsen Blackman kblackman@premierins.group (515) 986-1447

Provide this information in your request: subject line: *Johnston Station HOA Certificate of Insurance*

- Your HOA property address
- mortgage company name & address
- mortgage loan number

GARBAGE & RECYCLING COLLECTION IN OUR HOA

Please keep your garbage bin and/or recycle bin inside your garage when not in use. Service is as follows:

WASTE CONNECTIONS (blue garbage bin – pickup every Wednesday).

This is a private service that our HOA pays for. It has nothing to do with the City of Johnston.

Blue garbage bin issues, or questions:

Waste Connections customer service **(515) 265-7374**.

State that you live in the HOA called the Village at Johnston Station, Johnston.

RECYCLING (green recycle bin – pickup every other Tuesday).

This is a city service provided by the City of Johnston, via Metro Waste Authority.

Green Recycle cart issues, or questions:

Metro Waste Authority customer service **(515) 244-0021**. State that you reside in Johnston.

NO BULKY TRASH PICKUP!

Our HOA does not provide bulky trash pickup.

This document last updated November 11, 2025.