

Frequently Asked Questions

Corporate Office Questions:

- **(FAQ) *What is the corporate address?*** The corporate address is 11433 Cronridge Drive, Owings Mills, MD 21117.
- **(FAQ) *What are your office hours?*** The corporate office hours are Monday through Friday 9:00a.m to 5:00 p.m.
- **(FAQ) *Do I need an appointment to come in and speak with someone?*** If you would like to visit the corporate office to discuss any questions or concerns you may have in person, no appointment is needed. However, it is always best to call ahead to ensure the person best suited to answer your questions will be available when you arrive.

Payment Processing Questions:

- **(FAQ) *Why does my payment coupon show an Arizona address?*** The address shown on your coupon is actually a lockbox used by your association's bank. The bank is in Arizona and specializes in the financial workings of Homeowner and Condominium Associations.
- **(FAQ) *Does it take longer for you to get my payment if I mail it to the Arizona address?*** Payments are not delayed when sent to the Arizona address because they are being mailed directly to the bank allowing faster processing of payments received.
- **(FAQ) *Can I mail notes and letters with my payment?*** When mailing payments please do not include any correspondence. The P.O Box address is designed to process payments only. If you would like to mail other documents, you can send those items to our corporate office.
- **(FAQ) *I am not comfortable having someone take money from my account each month, what other payment options do I have?*** We currently have four payment options available.
 1. A check along with your coupon can be mailed to the P.O Box shown on your coupon.
 2. Participation in the EFT program can be established by completing and returning the authorization form.
 3. Payments can be made by E-check with no additional charges online at www.wpmlc.com
 4. Payments can be made using your credit or check card (some additional fees may be charged) online at www.wpmlc.com

Important Contact Numbers:

(FAQ) *I have questions but do not know whom to call?* Below are a few numbers of our most asked-for departments. If you do not see the department you feel can help you, please call the main office number for further assistance.

- **Main Office: (443) 796-7400**
- **After Hours Emergency: (443) 796-7192 answering service**
- **Maintenance: (443) 796-7400 ext. 7416 Hailey Hitch (hhitch@wpmlc.com)**
- **Accounts Receivables Specialist: (443) 796-7400 ext. 7384**
- **Community Association Manager: 443-796-7400 ext. 7394 Patricia Lall**
- **Community Association Assistant: 443-796-7400 ext. 7378 Eliane Muniz**