New Online Payment System

Reston Association is launching a new online payment system beginning Dec. 16, 2019. You can pay your annual assessment by first going to the MemberSuite website at [https://reston.users.membersuite.com](https://reston.users.membersuite.com) and creating a new account. The “create an account” link is located by clicking on the icon on the top right side of the page, next to the shopping cart. A username (email address) and password are required. Instructions for making payments are provided online.

MemberSuite is a provider of association management software and engagement solutions. This new online system will help RA operate more efficiently while providing members with an easy-to-use and secure method for paying assessments and other fees.

For questions about setting up your account, please contact RA’s Member Services team at 703-435-6530 or email Member_Services@reston.org.

Para obtener información importante sobre la evaluación anual, llame a nuestro departamento de Servicios para Miembros al 703-435-6530.
Dear Reston Association Member:

We are writing to inform you of the 2020 assessment fee and the budgetary process in which it was derived. The 2020 budget reflects a significant shift in strategy and provides a more sustainable business model for the future of Reston Association. The RA Board of Directors and CEO believe the most prudent way to keep assessment rate increases low, while improving overall services for our members, is to actively pursue alternative revenue sources and to maintain a high-performing workforce dedicated to building upon Reston’s reputation as a world-class community.

How are we going to do this? Well, let’s first take a look at a few basic numbers.

The new 2020 annual assessment of $708 represents a $15 increase from 2019 and is below the average increase of $25 per year. Additionally, the association will not use money from reserve funds as it has done in recent years to pay down the assessment. Instead, the board has approved a plan to implement more progressive methods to raise non-assessment revenue through initiatives such as corporate sponsorships and fees. In fact, we are projecting a 2.7 percent increase in non-assessment revenue in 2020, which amounts to $683,540.

Because we believe any service organization is only as good as the people who work for it, we are also investing in our employees and recruitment efforts. By generating more non-assessment dollars, RA will have the additional resources needed to be competitive in the job market. That in turn will enable us to be more responsive to the needs of our members.

Of course, there are many ways to generate new non-assessment revenue, but first the board had to endorse a fundamental change in how RA operates beyond collecting annual member fees. It is that change, which was sanctioned by the board during the 2020-2021 budget-development process, that will allow RA staff to think outside of the box and implement programs and activities that will focus on revenue-producing products, services and events.

As a result of obtaining feedback from residents, working with the Fiscal Committee on budgeting details and fostering a willingness to explore new growth opportunities, we believe Reston Association is now better positioned to maintain its many natural assets and improve upon its amenities while providing members with first-class service at a reasonable cost.

Members can pay their assessment fee in full by Jan. 1, 2020. Payment is considered past due after March 1. Members can also opt into an installment plan. Payment can be made online at
https://reston.users.membersuite.com, by mail, phone or in-person at RA Headquarters. For questions about payments, contact our Member Services team at 703-435-6530 or email member_services@reston.org.

Sincerely,

Catherine A. Baum, RA Board President

Hank Lynch, RA CEO

Commonly Asked Questions

**Why did I receive this Assessment Notice for an Annual Assessment of $708?**
When you purchased your home in Reston, your deed of trust automatically enrolled you as a member of the Reston Association. Membership is required for all residential property owners. As such, you are billed annually for the assessment. If you are new to Reston, as part of the property settlement proceedings, you should have received disclosure information explaining our services and programs. If you did not receive information about our services and programs or would like to have additional information, please contact Member Services at 703-435-6530.

**Why is the return address on the postage paid envelope different than the one listed on the Assessment Notice?**
To help simplify and expedite the payment process, RA provides a postage paid envelope (PO Box 37280) as a convenience to members. The U.S. Postal Service requires the use of a unique address for these envelopes. The address listed on the Assessment Notice is different for those members choosing to pay their annual assessment under an Installment Plan (PO Box 79248), as their payments will be processed by a separate bank processing center.

**How can I pay my Annual Assessment?**
Reston Association provides convenient ways to pay, including check, credit card and online. To ensure proper posting to your account, please include your account number with all payments.

**Pay your $708 assessment in full by mail:**
Send your check, along with the top remittance portion of your Assessment Invoice (see attached), in the postage paid reply envelope no later than March 1, 2020.

**Pay your assessment in six installments:**
If you do not wish to make one full payment, you can pay your assessment in six installments. Instructions for setting up an Installment Plan are located on the 2020 Assessment Invoice. Please keep in mind, should you choose the installment plan option, payment must be received by the plan due dates. If you have questions, please call Member Services at 703-435-6530, weekdays from 8:30 a.m.-5 p.m.
Allocation (in cents) Per Assessment Dollar Received by RA

4¢  Board and Management Services
8¢  Environmental Resources and Education
   (Walker Nature Center, Lakes, Ponds, Streams and Natural Areas)

16¢  Recreational Programs
   (Camps, Aquatics, Tennis, Events and 55+ Programs)

17¢  Community Facilities and Maintenance
   (RV/Boat Storage, Central Services Facility and Community Buildings)

10¢  Covenants/Design Review/Land Use

9¢  Finance and Human Resources

19¢  Support Services
   (Member Services, Operations, Computer Support and Communications)

18¢  Repair & Replacement of Existing Capital Assets