

Beven & Brock

Helpful links and Contacts for OWNERS

This document is intended to be used by owners in homeowner associations managed by Beven & Brock to help facilitate direct access to the appropriate department.

1. OWNER PORTAL – CONDO CAFE

The portal enables owners to review their account, schedule future automatic payments or make a single payment. In addition, you can access association documents such as C.C. & R.'s, By-laws, minutes, Rules and Regulations, and update your owner profile with contact information, tenant information and emergency contact information, as well as provide your vehicle information.

To log in for the first time: send an email to login-help@bevenandbrock.com and an invitation with a log-in code will be provided.

2. ESCROW OR REFINANCE

This site provides information for owners who are financing or selling their property. Documents can be order and paid for on this site. <https://www.bevenandbrock.com/escrow/>

3. MAINTENANCE ISSUES

- Maintenance – emergency issues during business hours: Dominique@bevenandbrock.com. Or call (626) 795-3282, ext 156, or 0 if no answer.
- Maintenance – emergency during after hours: (877) 532-4293 - This is for after hours and weekend maintenance emergencies only, which involves an immediate threat to persons or property. Calls for other reasons may be charged to the owner making the call.
- Maintenance - for non-emergency issues go to the Condo Café portal, or email your manager.

4. ASSESSMENT ISSUES

Questions about statements: AccountingDepartment@bevenandbrock.com

- Questions about statements: Phone # (626) 795-3282, ext. 887

5. RECORD REQUESTS

- Records Requests: Cecilia@bevenandbrock.com

6. TO REPORT INFORMATION CHANGES (TENANTS, ADDRESS CHANGES, CONTACT INFORMATION). This can also be done on Condo Café (See #1 above)

- Rachel Rodriguez: Rachel@bevenandbrock.com; or (626) 795-3282, X169.

7. ALL OTHER ISSUES:

- Your association manager

