

# SUDLER PROPERTY MANAGEMENT



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[sudlerchicago.com](http://sudlerchicago.com)

June 6, 2025

Dear Capitol Hill Lofts Unit Owners:

As previously communicated, effective **July 1, 2025**, Sudler Property Management will be the managing agent for the Capitol Hill Lofts Condominium Association. Sudler has managed a portfolio of fine residential properties since 1927. It is our goal to provide you with the best possible property management service as we focus on efficient operations and increasing the value of the property. We are very excited to begin this assignment.

Your new property supervisor will be Mickey Nikezic, Senior Vice President of Sudler Property Management. Mickey may be reached at 312-706-2345 or via email at [mnikezic@sudlerchicago.com](mailto:mnikezic@sudlerchicago.com).

We recognize that property management is a 24-hour business and that from time to time it may be necessary for you to call upon us after normal working hours. In the event of an after-hours building emergency, as of July 1<sup>st</sup>, you may call Sudler's 24-hour service center by dialing (312) 751-0900 and follow the prompts.

Information on how to pay your monthly assessment accompanies this letter. Because our systems are different than your previous management company, any Owner who pays their assessments through a third party/online service will need to change the "bill to address" and include your newly assigned account number, which will be detailed on your July statement.

Thank you in advance for your confidence in Sudler and please feel free to call on us at any time.

Very truly yours,

Dean Andrews  
President and CEO

## ASSESSMENT PAYMENT INSTRUCTIONS

Each month Sudler will produce and mail to you (or email if you wish) a monthly assessment statement.

Monthly statements detail the current/monthly assessments and any miscellaneous charges (should there be any) you are responsible for. You can anticipate receiving your monthly statement approximately one week prior to the first day of each month. **Please note that your July statement will not include any previous balances. All previous balances will be brought forward as part of your August statement or as soon as we receive this information from your prior management company.**

### **Monthly Assessments Statements:**

The statement is divided into two (2) sections. The top portion of the statement details the balance due and provides a message area for your review. The bottom portion of the statement is perforated and serves as your remittance stub. **Please note that no matter what payment method you choose, each of your payments should always be made payable to “Capitol Hill Lofts Condominium Association” and should always include your account number, which will be “625 -(your 3 or 4-digit unit number as it appears on your statement)-CU”. Your account number includes “dashes.”**

For example:

- ☐ Unit “903” would be “**625 -0903-CU**”
- ☐ Unit “1009” would be “**625-1009-CU**”

Vantaca is an online payment and account review portal currently offered by Sudler Property Management for our clients. Before July 1, 2025, an email will be sent to all unit owners with important login details for the Vantaca website. The email will include a new login and a temporary password to help facilitate a smooth transition to the updated system. Please keep an eye on your inbox for this important communication, and do not hesitate to reach out if you have any questions or need assistance with the process.

Vantaca accounts allow owners to:

- View and interact with your homeowner accounts online including:
- Making an online payment (either by signing up for an ACH/SNAPP account or paying through a third-party service by e-check or credit card)
- View Current Charges
- View Billing and Payment History
- Sign Up, Edit and Stop ACH/SNAPP accounts.

### **E-Billing:**

After receiving your login information, you may opt-out of receiving paper billing and receive your monthly assessment statements via your email address. This may be completed through the Vantaca portal.

## **Paying Your Monthly Assessment:**

1. **Pay by hand-written check** and mail in your payment with the monthly stub and envelope provided. Payments are not accepted at Sudler's corporate office.

2. **Pay by e-check through your bank:**

If you pay your bills through your bank, you can have a check mailed to pay your monthly fees. If you choose this method, please be sure that you:

- a. Have the vendor/payee set up as **CAPITOL HILL LOFTS CONDOMINIUM ASSOCIATION**
- b. Have your account number "**625 -(your 3 or 4-digit unit number)-CU**" in the memo field.
- c. Have the payment mailed to the address shown on the monthly mailed invoice (note this is not Sudler's address, it is a lock-box address).
- d. Make your monthly payments equal to the total amount of your monthly statement balance each month. Note that if you have work-orders, late fees, etc., posted to your account and/or when there is a change to the budget, your monthly amount may be different from month-to-month. Therefore, please review each monthly statement.
- e. Mail your payment in enough time to **clear** the lockbox to avoid the Association's late fee. Most banks will inform you of the mailing date when you make a payment or set up a vendor. Note that this is not the date that your payment will clear the lockbox but is the date the payment is written/processed from your account. Online checks from your bank are not wire-transfers but actual printed and mailed checks that take time for your bank to process, mail, travel, and credit through the lock-box service.

3. **Pay by Auto Deduction (SNAPP/ACH) from your bank account.**

We call this SNAPP (Sudler No-Check Automatic Payment Plan): The SNAPP program is a free service that electronically deducts your total monthly balance due from a bank account of your choosing on the 5th business day of each month. If you currently have this type of payment plan, you will need to sign up with Sudler to have this payment plan put in place with us. Your prior property management will not auto-deduct any further payments, nor will Sudler auto-deduct July payments (since there is insufficient time to set up your account for July you will need to write and mail in a check, or choose another payment option, until SNAPP is set-up). You can sign up for SNAPP on-line through Vantaca by selecting the "Enroll in SNAPP/ACH" icon from your homepage.

4. **Credit Cards:**

Pay your monthly invoice with Visa, American Express, MasterCard, or Discover (amount due the Association plus applicable third-party fees). This may be completed through the Vantaca website. Owners may pay their assessments online through Vantaca by selecting the "Make A Payment" icon from their homepage.

Sudler uses a third-party processor (Paylease/Zego) to process online payments. Users are guided through a few pages to pull account information to the Paylease/Zego site. Users must disable their pop-up blocker for this process. If you wish to use Paylease/Zego for one time

or reoccurring payments, please note that this will be a Paylease/Zego account that you set up, own, and dictate the date and amount of each payment. Sudler does not control or have access to your Paylease/Zego account and cannot alter the date and amount of any payments. Payments made through this method should be reviewed and altered each month to match the balance due on the monthly statement.

**Correspondence:**

As stated above, your monthly payment goes directly to an automated bank/lock-box service. This computerized system does not recognize any notes, letters, and/or comments you may include with your payment. All correspondence, other than assessment payments, should be sent separately to our attention:

**Correspondence Information:**

**Main Office:**

Capitol Hill Lofts Condominium Association  
c/o Sudler Property Management  
875 N. Michigan Ave Suite 3980  
Chicago, IL 60611  
Phone: (312) 751-0900

**Correction of Name/Address:**

Please take a moment to review your name and address on your assessment statement once received. Although we believe we have correctly placed your name and mailing address into our system, your review would be most helpful. Should you find an error or wish to change the name/address, please contact us at 312-751-0900. If you wish to contact the property supervisor directly, the information is listed below:

Mickey Nikezic  
Senior Vice President  
Sudler Property Management  
(312) 706-2345  
[mnikezic@sudlerchicago.com](mailto:mnikezic@sudlerchicago.com)