

The FAQs are intended to highlight common procedures. Refer to our governing documents for full policy details.

How do I set up my account?

To sign up for an owner portal account in PayHOA, contact Management@MonumentParkPlace.com

How do I make changes to my owner account information?

Make updates to your account by completing an Account Update form found at MonumentParkPlace.com> documents or email your changes to: Management@MonumentParkPlace.com.

How do I pay my monthly assessment?

Drop in the community drop box, mail to 67 West Boulder Street, Suite 100, Colorado Springs, CO 80903, or set up as an ACH through your owner portal.

How do I sign up for automatic payment of my monthly assessment (ACH)?

Once you've set up your PayHOA account, (See How do I set up my owner account?) you can automatically pay with a credit card or banking account transfer. From PayHOA >open documents>how to instructions> ACH setup in PayHOA.

What are the monthly association dues?

Currently, the MPP COA monthly assessment is \$450.00 plus owner's share in the cost of common utilities.

How are utilities paid?

Homeowners sign up with CS Utilities (448-4800) for unit's internal electricity. The association bills back 1/40th common area utilities to each owner in addition to their monthly assessment.

Who manages Monument Park Place?

MPP is a self-managed association. Therefore, the Board of Directors handle the daily duties of the COA to include accounting, facilities, and communications. Contact information is available on MonumentParkPlace.com.

What are the Governing Documents?

Governing Documents are the comprehensive outline for setting up the general structure of the community. They define the rights and responsibilities of the association and its members. These articles are located at MonumentParkPlace.com> Documents>Governing Documents and in your owner portal.

What is the process for leasing my condominium?

The association has a 20% limit on the number of units permitted to be leased. Refer to the Lease Permit Procedure, Rules, and Request Form. Document found at MonumentParkPlace.com> Documents>Owner Forms or in your PayHOA owner portal.

What interior insurance is recommended?

Condo (HO6) Insurance, or condominium coverage, is a type of insurance policy that protects you, your stuff, and your unit (everything from the outermost walls, inward). Contact your insurance agent for more information.

How do I shut off the water for repairs?

Advanced notice is required to shut off the building's water supply for a repair. Refer to: How To Instructions> Water Shut Off Request on MonumentParkPlace.com.

How do I submit a work order?

If you feel the association has a shared responsibility for a repair within your home of a common element, or you see a deficiency in the complex, email details to: management@MonumentParkPlace.com

Where do I get my mailbox key?

Keys are issued by the post office located at 201 E. Pikes Peak Avenue, Colorado Springs, CO 80903. Proof of unit ownership is required.

How do I obtain a remote control for the vehicle gates?

Specifications for replacement remotes and programming instructions are found in your owner portal under>Documents>How To. Or contact Management@MonumentParkPlace.com

What is a community key?

It gives owners access to the pedestrian gates, the trash gate, and Club Park Place Community Room. This can be obtained through prior owner or contact Management@MonumentParkPlace.com

How do I access Club Park Place Community Room?

Use your community key to access the room. Reserve the room by notating it on the white board located inside the entry door. Remember to turn off the heat and lights when you leave.

How do I access the trash and recycling gate?

This gate is accessed with the community key. Pickup is on Monday and Friday. Ensure discarded boxes are broken down.

What are the noise restrictions?

Quiet hours for the community are from 10 pm to 8 am, 7 days a week.

What are the pet restrictions?

Limit of two pets per unit, maximum weight is 40 pounds each. Pets must be on a leash in the hand of a responsible person when outside the unit. Clean up pet waste.

How do I get a parking permit?

Complete the Owner of Record Form found in your owner portal under>Documents. Or contact Management@MonumentParkPlace.com

Where is visitor parking?

East side parking is for owners and guests and requires a permit or visitor pass to be displayed if overnight. Email management@monumentparkplace.com to request a visitor pass.

May I use an outlet in the garage?

Trickle charge and vacuum use only. (No vehicle charging)

How do I obtain approval for a remodeling project?

Owners are required to submit an "Architectural Request Application Packet" for review by the Association. The plans must be approved prior to any work. Applications can be obtained through your owner portal, on the website: MonumentParkPlace.com>Documents, or contact Management@MonumentParkPlace.com