

Transition To DCAS Frequently Asked Questions

- Where do I make my Payments?

DCAS processes payments directly in our office so you'll no longer mail payments to any payment addresses associated with Greenacre Properties. The official mailing address for payments is:

Dowgal Community Association Services
Attn. Assessment Billing
2712 King Surrey Ct.
Valrico, FL 33596

Please **STOP** any automated payments currently set up to make payments to Greenacre! You can go into your online banking and now have payments sent to our address above. Checks should be made payable to **Brigadoon Homeowners Association**.

- Will I receive new Assessment Coupons?

No, you will use your existing assessment coupons for mailing payments for the remainder of 2025. You will receive a new coupon for 2026 at the end of the year. Our systems will cross reference your current Greenacre account number with your new account numbers.

- Can I set up Automatic Payments?

YES! The easiest way is to simply go into your own online banking and set up your payments to be mailed with your bank making checks payable to Brigadoon Homeowners Association and using the above address for mailing. If you would like to have us automatically debit your account monthly, for the exact cost of your assessments, you can request an ACH form that you can fill out and mail to us. This form will be available on the website after April 21st as well.

- Can I pay Online?

YES! The Member tab will have an Online Payments link where you can make your monthly online payment via credit or debit cards.

- How Do I complete Architectural Applications?

Online – we don't use paper forms at DCAS. This is to facilitate the fastest processing possible. Architectural applications will be prominently listed on the Members area. They come straight to us for logging, and they are typically forwarded to the Board or Architectural Committee within 2 hours.

- Who do I contact if I have questions?

- **Community Association Manager:** **Marko Dowgal** is your licensed Community Association Manager (CAM) CAM55962, and can be reached at manager@brigadoonlakeheather.com or (813) 819-0099 Ext 101
- **Customer Service:** **Saige Ring** is your CAM Assistant and will typically handle all member questions. Saige may be reached at saige@dowgalcas.com or (813) 819-0099 Ext 102
- **Management Website:** <https://dowgalcas.com/>
- **Association Mailing Address:** Brigadoon Homeowners Association
c/o Dowgal Community Association Services
2712 King Surrey Ct.
Valrico, FL 33596