



# Helping HOAs Overcome Common Financial Management Challenges

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Expert  
Financial  
Management  
Services

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# Basic Financial Management

## ✓ Billing and Collections

Our billing team manages assessments and dues, tracks payments and handles collections for any outstanding balances.

## ✓ Homeowner Online Portal

View payment history, account balance, make a payment.

## ✓ Resale & Refinance Support

Process paperwork in compliance with regulations - fee paid by owner at closing.

## ✓ Bank Account Management

Your HOA's bank accounts will be carefully managed with reconciled statements and seamless financial transactions.

## ✓ Financial Reporting

Receive regular, clear financial reports like income statements, balance sheets, and cash flow summaries, so your board of directors or members always stay informed.

## ✓ Board Portal

Owners List, Payment delinquencies & banking info, Communication Center.

## ✓ Vendor Payment Management

With meticulous attention to detail, we handle payments to vendors and service providers on your association's behalf, ensuring timely and accurate processing.

## ✓ Board Academy

Online learning with guides and videos.

## NO EXTRA FEES FOR:

- ✓ Onboarding
- ✓ Offboarding
- ✓ Portals
- ✓ Emailed Statements to Homeowners
- ✓ Owner online payments
- ✓ Owner check payments to bank lockbox
- ✓ Vendor payment by check or e- payments
- ✓ Board Accounting Questions
- ✓ Monthly bank fee



- Violation Enforcement Notices

Using Software, emailed and mailed notice  
 Mailed Notices  
 Community Financial

\$25 per notice  
 U.S. Postal Service rates + 5% Service Fee  
 U.S. Postal Service rates + 5% Service Fee

- State Filing

\$95

- Board Meeting Attendance (2HR Max, remote)

\$150

- Draft Budget Preparation

TBD

- Accounting Observations, Insights & Guidance.

TBD

- Special Assessment (set up and monthly billing administration)

TBD

- Loan Administration (set up, bank draws, payments, monthly administration)

TBD

- Community Mass Communication (per electronic communication)

Electronic Communication  
 Mailed Communication

\$10 per blast  
 \$1.20 per home every 2 pages, more than 2 pages TBD

## Support

- Education & Support (Virtual training on our systems, software, services, etc.)

TBD

- Manager Consulting / Advisory (administrative, operational, and other support)

TBD

## Services done by Partners

- Newsletter (Content provided with your input)

TBD

- Collection (Asked for a referral)

- Insurance (Asked for a referral)

- Reserve Study (Asked for a referral)

- 24/7 Emergency Maintenance Answering Service

1-29 Units  
 30-69 Units  
 70-99 Units

\$59/ Month  
 \$79/ Month  
 \$99/ Month

- Community Minutes

TBD



*Here are more specifics:*

## COLLECT

- Based on dues frequency, either statements emailed to owners, itemized, showing past dues balance (included) OR mailed statements or mailed coupon books are available (mailed options incur a per item extra cost).
- Collect assessments as required; Owners can pay online by e-check/direct debit or by credit/debit card (owner pays processing charge), or can pay by mailing a check directly to the bank's lockbox for security and faster depositing.
- Apply late fees and send late notices per your collection policy to proactively reduce delinquencies.
- Work with your attorney or our collection agency partner on delinquent payers.
- Fines & violation billing adjustments to owners accounts.



## PAY BILLS

- Provide paperless expense & receipt processing system.
- Review and approval of bills by 2 board members online prior to payment (for added transparency)
- Pay all approved vendor bills daily in the CINC system by check or e-payment (ACH) at no extra charge.
- Resolve all vendor payment questions.



## REPORT

- Customize financial reports as software allows - initial setup.
- Produce the financial reports for the community including balance sheet, comparative income & expense report (shows any variance between budgeted and actual expenses to help stay on budget) check register, general ledger & aged delinquencies (to help you enforce your collection policy), bank reconciliation report and more.
- Post all bank account, debit & credit card transactions and reconcile accounts and post payroll entries (if applicable)
- Cash, modified cash or accrual accounting available.
- Checklist process by staff ensures reporting is done correctly.
- Maintain an owner's roster (to comply with state's statutes).



## PROTECT

- All payments are mailed to the bank's check processing lockbox or paid online and deposited directly into your bank account.
- Provide a new segregated operating & reserve checking accounts (with no monthly bank fee) from a 5 star rated banking partner. Board members are signers on the accounts.
- Include bank statements as part of the monthly financial report package.
- Provide online bank account viewing access to your board or staff
- Reconcile all bank accounts monthly to "prove" the bank assets and financial reports are accurate.
- Bank transfer require separate approval from the staff that initiated.
- Reserve funds transfers require written authorization by 2 Board Members.
- Employees undergo criminal background checks upon hiring.
- Professional liability and criminal (fidelity) insurance coverage.
- Third-party encrypted payment system handle sensitive homeowner and vendor bank account information.
- Positive pay to detect fraudulent checks before payment (validates check #, account # and amount)



## TAX & AUDIT

- Produce year end 1099 tax forms for vendor, state and federal agencies (fee per vendor)
- Provide year-end financial report to your CPA to file annual tax returns as required
- Work with your Auditor and make any adjustments.



## COMMUNICATION

- Provide a dedicated Account Manager for all board inquiries.
- Provide online access to board and owners to see account history, pay bills, view documents, and more 24/7







Paielli Realty, Inc



# CONTACT US

## PAIELLI REALTY, INC

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Trusted.

Risk Free.

Easy On-boarding.



Licensed



Insured



EZ 30 day transition

