

You are receiving this mailer as we have no email for you on file. Please email dunbartonpines@outlook.com with a preferred email address!

Dear DPHA Homeowner:

We're making a software change!

The Board always looks to improve our efficiency and where possible, lower our operating costs to our Association members. To this end, the Board recently completed an evaluation of alternative software to TOPS[ONE]. TOPS[ONE] is a tough act to follow - we currently have email addresses for 320 homes, 197 owners registered on the portal, and 89 homeowners who paid their dues electronically (43 using autopay). That said, we have found a software package that offers more functionality, is simpler to operate and provides a cost savings to the Association. The Board has approved our adopting this new software, which is called PayHOA. We have been running PayHOA in parallel to our current TOPS[ONE] software over the last month. All homes, owners, general ledger, and transactions in PayHOA agree with their counterparts in TOPS[ONE], so we are ready to make the change, effective June 1!

What will stay the same? You will be able to pay your dues using check or electronic payments, as you do now. There will be no cost for paying by check, the same as now. You will have the ability to register on an owner's portal, as you do now. Using the owner's portal, you may pay your dues electronically using ACH, debit, or credit. You may set up Autopay - which will automatically withdraw your annual dues from your account. As with the current electronic payment process, there will be an additional transaction fee assessed for homeowner initiated ACH, debit, and credit transactions (\$1.00 for each ACH transaction, \$6.39 for debit or credit, assuming a \$210 dues charge). Association documentation will remain available on the owner's portal as it is currently. Finally, you will receive broadcast communications from dunbartonpines@outlook.com as you do now (care of PayHOA).

What will be different? You will need to register on the PayHOA owner's portal. Sorry, we can't create the accounts for you due to security reasons. For payments by check, we will be using a lockbox facility to process payments. The paper invoice will look similar to those of the past - with a detachable remittance advice at the bottom of the invoice. There will be a different return address for the payment - reflecting the lockbox facility's location. Any payment sent to the lockbox facility without the corresponding remittance advice will be rejected. In addition to the initial paper invoice, homeowners will receive a reminder email which will provide a link to make an immediate payment using ACH, Debit or Credit methods. There is an additional fee to pay electronically (see above). Owners will have access to an Association calendar through their owner's portal. We will also use a new survey tool to record homeowners' votes for the annual Board of Directors election.

Within the next week, homeowners who were registered on the TOPS[ONE] owners portal will be sent an invitation to register on the new PayHOA owner's portal. An invitation for all other homeowners will be sent shortly thereafter. You are encouraged to register, during which time you can set up your preferred form of electronic payment, if you wish. Access to your current TOPS[ONE] owner's portal has been disabled effective Friday, May 19th along with any payment method you may have enabled.

Invoicing for the 2024 calendar year will be done out of the new PayHOA software, with paper invoices to be mailed to all homeowners the end of July. eMail reminder notices will be sent out on August 1, with payment due on September 1 (as always).

Finally, future broadcast emails will be sent via PayHOA. **We will be conducting a broadcast email test from PayHOA immediately after this email.** Check your junk file! By now it should be apparent that email is our preferred method of communication. We have over 320 out of 341 homes registered with valid email accounts. Pass the word - we need email addresses for the remaining 21 homeowners!! This saves us time and money preparing hard-copy mailings sent through the USPS service!

Why am I receiving this email?

You are receiving this email as a registered homeowner in Dunbarton Pines Homeowners' Association. If you would prefer us using a different email address, please send your request to dunbartonpines@outlook.com. As not all homeowners have provided us an email address, please feel free to share this communication with your neighbors (encourage them to provide us with their email address!!)