

MANDARIN LAKES

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- Delinquent HOA fees are on the rise.
- Banks always get their money, but what about the Homeowners Association?
- Results show that virtually all occupied units pay within days when service is suspended.

HOA COLLECTIONS MADE EASIER

A Big Industry Problem

One of the issues that makes home owner association collections so difficult is that because association dues are relatively minor, members are more inclined to skip them in favor of paying larger bills. What members fail to realize is that if they don't pay their dues, their unpaid portions can affect other homeowners in their community.

In some cases, people fail to pay dues out of frustration with other members who fail to pay. Regardless of why dues are not being paid, it is important for members to know that



there are immediate consequences for failure to pay dues in timely manner.

No Dues. No Service

When faced with members not paying their dues, home owner associations have two options: raising fees or shutting down services. Some communities have resorted to having

volunteers mow the lawn because they have been forced to cut lawn service from their budgets. If associations do not have an aggressive, uniform collections process, word of that will spread like wildfire and lead to a reduction in revenue. That's why it's important to have a service provider that helps collect on association fees. OpticalTel is that provider.

THE OPTICALTEL SOLUTION

Mandarin Lakes Enlists the help of OpticalTel

Like many, the property managers at Mandarin Lakes were having a difficult time collecting on HOA fees, which was

hurting the community. OpticalTel, their bulk service provider had a solution, shut off the service. Homeowners usually respond quickly, finding the money to pay their Association dues when

their cable, internet, or phone is shut off.

"We just send OpticalTel a list of past due accounts and they shut off the service within the hour. Then as soon as we confirm that a units pay, OpticalTel restores the service that very same day., and at no cost to us," says **Laura Ortiz, Property Manager at Mandarin Lakes,**