

## Benefits of HOA Management System

An HOA management system helps communities operate more efficiently by streamlining communication, billing, records, and daily operations in one easy-to-use platform.



### 1 Centralized Records

Keep resident, property, and association information organized in one secure location.



### 2 Faster Communication

Send announcements, updates, and notices quickly to residents and staff.



### 3 Simplified Billing

Manage dues, statements, and payment tracking more accurately and efficiently.



### 4 Amenity & Facility Booking

Allow residents to reserve amenities with less manual coordination.



### 5 Improved Transparency

Give residents better visibility into transactions, updates, and community activities.



### 6 Better Issue Management

Track concerns, requests, and grievances in a structured and timely way.



### 7 Time-Saving Automation

Reduce repetitive manual work and improve operational efficiency.



### 8 Easy to Use & Affordable

Adopt a practical solution that is user-friendly and cost-effective for communities.



With the right HOA management system, communities can improve service, save time, and create a more connected living environment.

## Convenience Fee for Every Transaction

Each payment transaction can include a convenience fee. Your HOA can set this through the secure payment gateway Xendit, and the collected convenience fee can become additional earnings for the HOA.



### 1 Customizable Fee Setting

The HOA can define the convenience fee amount for each transaction.



### 2 Secure Payment Gateway

Transactions are processed through Xendit for safe and reliable online payments.



### 3 Additional HOA Earnings

Collected convenience fees can serve as earnings for the HOA.



### 4 Transparent Charges

Residents can clearly see the convenience fee during payment checkout.



### 5 Suitable for Dues Payments

Apply the fee to association dues and other supported online payments.



### 6 Easy Monitoring

Track payment collections and convenience fee earnings more efficiently.



### Sample Transaction

Association Dues:	₱1,500
Convenience Fee:	₱18

<b>Total Payment:</b>	<b>₱1,518</b>
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<b>HOA Earnings from Fee:</b>	<b>₱18</b>
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*Sample only: ₱18 convenience fee per dues payment transaction.*



With secure online payments and configurable convenience fees, HOAs can improve collections while generating additional income.

## Security, Backup & Data Protection

HOA Support PH is built using a modern, well-structured framework designed for security, reliability, and long-term performance. The system includes backup options, cloud protection, firewall security, and safeguards against common web threats to help keep community data protected and recoverable.



### 1 Modern & Well-Structured System

Built on a modern framework with a clean and organized system structure for better stability, maintenance, and security.



### 2 Daily Backup Option

The system can be configured for daily backups so important HOA records are protected and easier to restore when needed.



### 3 Secure Cloud Storage

Backup files can be stored in secure cloud storage, helping protect data from loss due to device issues or local hardware failure.



### 4 Firewall Protection

Firewall security helps block unauthorized access and suspicious activity, adding another layer of protection to the platform.



### 5 Protection from SQL Injection & XSS

The system includes safeguards against common web attacks such as SQL injection and cross-site scripting (XSS) to protect data and users.



### 6 Secondary Backup to Your Own Computer or Server

Data can also be transferred or exported to a physical server or your own standard computer as an additional backup copy for extra control and redundancy.

## Two-Layer Backup Approach



### Primary Backup

Automatic or scheduled backups can be stored securely in cloud storage.



### Secondary Backup

A copy of the data can also be kept on your own local computer or physical server.

This gives your HOA both online protection and an extra offline recovery option.



With layered protection, secure backup options, and modern system architecture, HOA Support PH helps communities protect important records, reduce risk, and maintain business continuity.

# Data Migration & System Onboarding

HOA Support PH makes it easier for communities to move from manual records or old systems into one organized platform. Our data migration and onboarding process helps transfer important information accurately, configure your setup, and prepare your team for a smooth transition.

- **1 Collection of Existing Data**

We gather available records such as resident lists, property information, billing records, and other HOA data from your current files or system.
- **2 Data Review & Cleanup**

Data is checked, organized, and prepared before import so duplicate, incomplete, or inconsistent records can be minimized.
- **3 System Setup & Import**

Approved data is imported into HOA Support PH, and your HOA structure, user access, and modules are configured based on your requirements.
- **4 Validation & Testing**

Important records are reviewed after migration to confirm that data is correctly transferred and ready for actual use.
- **5 Admin Orientation**

Your admin team can be guided on how to manage records, billing, announcements, and other system functions.
- **6 Go-Live Support**

After setup, your HOA can begin using the platform with a smoother transition and support during the initial rollout.

## What Can Be Migrated



Resident Records



Property Information



Billing Data



Account Setup



### Free Data Migration Offer

Free data migration is available for HOAs that subscribe for 1 year, helping communities get started faster with less manual encoding.



With a clear migration process and guided onboarding, HOA Support PH helps communities move to a more organized, digital, and efficient management system.

## For HOA Board & Admin

HOA Support PH gives board members and administrators the tools they need to manage community operations more efficiently. From records and billing to communication and reporting, the system helps reduce manual work while improving visibility, organization, and service delivery.



### 1 Centralized Administration

Manage resident, property, and HOA records in one organized system.



### 2 Better Financial Oversight

Monitor billing, collections, statements of account, and payment history more clearly.



### 3 Faster Community Communication

Send notices, announcements, reminders, and updates from one platform.



### 4 Easier Request Management

Track concerns, amenity bookings, approvals, and resident requests more efficiently.



### 5 Transparent Reports & Monitoring

View activity logs, collection summaries, and operational reports with better visibility.



### 6 Time-Saving Operations

Reduce paperwork, manual encoding, and repetitive admin tasks.

## Key Admin Tools



Resident Records



Announcements



Billing & SOA



Reports & Monitoring



With the right tools, HOA boards and administrators can improve efficiency, strengthen transparency, and deliver better service to the community.

## For Residents & Homeowners

HOA Support PH also makes daily community interactions easier for residents and homeowners. With convenient self-service features, users can view account details, stay informed, communicate with the HOA, and complete common tasks online with less hassle.



### 1 View Dues & Statements

Residents can access balances, billing details, and payment history online.



### 2 Receive HOA Announcements

Stay updated with notices, reminders, events, and community updates.



### 3 Book Amenities Online

Reserve clubhouse, courts, or other facilities with easier scheduling.



### 4 Submit Concerns & Requests

Send concerns, complaints, or service requests directly to the HOA.



### 5 Vote Digitally

Participate in HOA voting in a more secure and convenient way.



### 6 Message the HOA Directly

Communicate with admins for questions, follow-ups, and support.

## Resident Self-Service Access



Account Information



Booking Status



Payment History



Notices & Updates



By giving residents easier access to important services and information, the community becomes more connected, informed, and convenient to manage.

## Billing & Collection Workflow

A structured billing and collection process helps HOAs improve collection efficiency, reduce delays, and keep financial records more organized. HOA Support PH can guide each step from billing creation to payment monitoring and reporting.



### 1 Create Billing

Set dues, charges, schedules, and billing details for residents or property accounts.



### 2 Generate SOA

The system prepares statements of account for each applicable resident or unit.



### 3 Send Notifications

Billing notices and reminders can be shared with residents promptly.



### 4 Receive Payments

Residents can pay online, or admin can record supported payment transactions.



### 5 Confirm & Post Payments

Successful payments are reflected in balances, records, and account history.



### 6 Track Collections & Reports

Monitor paid, unpaid, and overdue accounts with clearer reporting.

### What the HOA Can Monitor



Outstanding Balances



Collection Summary



Payment Status



Transaction History



A clear workflow helps HOAs strengthen collections, reduce manual follow-up, and maintain more accurate financial records.

## Online Payment Options

Online payments help make HOA collections more convenient for both residents and administrators. Through a secure payment gateway setup, communities can offer easier payment experiences, improve tracking, and support more efficient collection operations.



### 1 Secure Payment Gateway

Transactions can be processed through a secure online payment gateway for safer collections.



### 2 Multiple Payment Channels

Support convenient digital payment methods depending on the configured gateway setup.



### 3 Real-Time Payment Confirmation

Payment activity can be monitored faster with clear transaction records.



### 4 Optional Convenience Fee

The HOA may set a convenience fee per transaction, and the fee can become HOA earnings.



### 5 Transparent Checkout

Residents can clearly see charges, totals, and payment details before confirming.



### 6 Better Collection Efficiency

Online payments help reduce delays and make collection tracking more efficient.

### Typical Online Payment Uses



Association Dues



Amenity Fees



Monthly Assessments



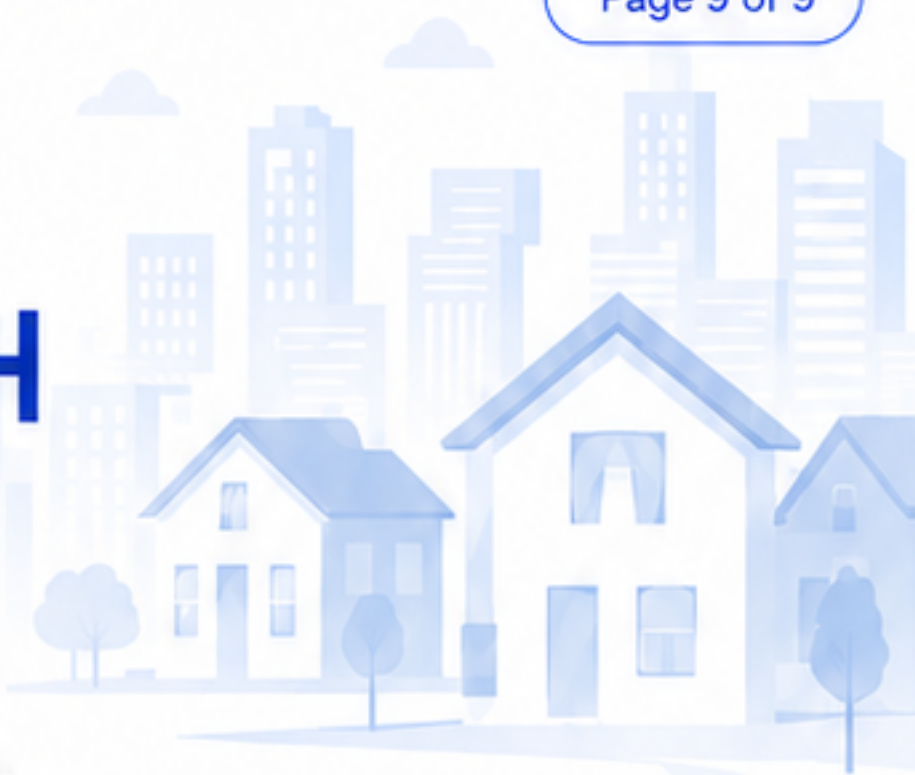
Other Community Charges



Online payments make collections more convenient for residents while helping HOAs improve efficiency, visibility, and cash flow.

## Why Choose HOA Support PH

HOA Support PH is designed to help communities manage operations more efficiently with a practical, secure, and easy-to-use platform. From billing and communication to security, onboarding, and resident services, the system gives HOAs the tools they need to operate with more confidence and convenience.



 <p><b>1 Affordable &amp; Practical</b> A cost-effective HOA management solution designed for communities that need complete features without unnecessary complexity.</p>	 <p><b>2 Feature-Rich Platform</b> Manage records, billing, announcements, amenity bookings, e-voting, and resident concerns in one organized system.</p>
 <p><b>3 Easy to Use</b> Simple workflows help admins and residents use the platform with less training and less manual work.</p>	 <p><b>4 Secure &amp; Reliable</b> Built with a modern framework and protected with backup options, firewall security, and safeguards against common web threats.</p>
 <p><b>5 Free Data Migration</b> Eligible HOAs with a 1-year subscription can benefit from free data migration for a smoother transition.</p>	 <p><b>6 Ongoing Support &amp; Onboarding</b> From setup to go-live, HOA Support PH helps your team get started with better guidance and a smoother rollout.</p>

### Why HOAs Choose Us



All-in-One HOA Tools



Resident Convenience



Better Transparency



Improved Collection Efficiency



With affordability, security, complete features, and guided onboarding, HOA Support PH helps communities move toward smarter and more efficient management.