



Tarpon Bay Homeowners Association, Inc.

124 Kenny Blvd
Haines City, FL 33844

Phone: (863) 216-8633
Email: TarponBayHOA@Feltrim.com

Greetings!

Reading HOA Billing Documents

This letter will walk you through how to read and interpret the relevant billing documents owners receive from the Association. Additionally, the information to follow is accompanied by relevant diagrams to supplement your understanding.

There are two primary billing documents owners will receive from the Association:

1. **Invoice** – This is a request for payment of some type of fee (eg: HOA dues, late fees, commencement assessment upon purchase of the property)
 - Invoices for HOA dues are assessed and distributed via email to ALL homeowners in Tarpon Bay at the beginning of every month. This INCLUDES those who have paid Association dues in advance or are set up for automatic payments.
 - HOA dues incur a \$25 late fee when not paid by the fifteenth (15th) day of the month.
 - The invoice sent to each owners' email inbox is connected to our system and is our preferred method for owners to pay their Association dues. Payments submitted through this method are automatically recorded in our system and applied to the invoice; payments submitted through the association's website (www.TarponBayHOA.com) are still manually recorded in our system but may experience brief delays.
 - The subject of the email will begin with the words, "Invoice #XXX from Tarpon Bay Homeowners Association Inc".
 - The email will have the amount of the HOA dues owed on the face of the email and dues can be paid by clicking the link at the center-bottom of the email that says, "View & Pay Invoice". While the current balance owed is displayed in the top-right corner of the email, denoted as "Amount Due," the original amount of the invoice is found in the first sentence of the invoice's first paragraph. (see *Figure TBHOA.1*)



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Tarpon Bay Homeowners Association Inc

Invoice Due: 07/16/2023 Amount Due: **\$127.43**
HOA

Dear Customer:

Your invoice-HOA for \$ 127.43 is attached. You may pay using intuit service at the end of the page, at <https://tarponbayhoa.com/pay-dues/ols/products/monthly-hoa-dues> or by mailing check payable to :

Tarpon Bay Homeowners Association
116 Kenny Blvd
Haines City, FL 33844

Payment must be received by the 15th of the month to avoid a \$25 late fee plus interest.

Let me know if you are interested in auto payment. With auto payment your dues will be deducted by the 5th of each month.

Thank you.

Sincerely,

Tarpon Bay Homeowners Association Inc

863-216-8633
tarponbayhoa.com

[View & Pay Invoice](#)

Figure TBHOA. 1

- The Association can apply credits to invoices prior to their disbursement. Because of this, the invoice emailed to owners will reflect the owners' actual balance for the invoice in the "Amount Due" at the top-right corner of the email with the original invoice amount expressed in the first sentence of the invoice's first paragraph.
- NOTE: Owners who have statement credits from prepayments may occasionally receive their invoices with the full amount of the invoice shown as being due. In these cases, simply



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click the “View & Pay Invoices” link in the email and the correct amount should be displayed on the payment webpage. If the webpage does not reflect the proper amount, please contact the HOA to have the invoice resolved. (see Figure TBHOA.2)

Tarpon Bay Homeowners Association Inc

Invoice Due: 07/16/2023 Amount Due: **\$75.00**
HOA

Dear Customer:

Your invoice-HOA for \$ 127.43 is attached. You may pay using intuit service at the end of the page, at <https://tarponbayhoa.com/pay-dues/ols/products/monthly-hoa-dues> or by mailing check payable to :

Tarpon Bay Homeowners Association
116 Kenny Blvd
Haines City, FL 33844

Payment must be received by the 15th of the month to avoid a \$25 late fee plus interest.

Let me know if you are interested in auto payment. With auto payment your dues will be deducted by the 5th of each month.

Thank you.

Sincerely,

Tarpon Bay Homeowners Association Inc
863-216-8633
tarponbayhoa.com

[View & Pay Invoice](#)

Figure TBHOA. 2

- For owners whose prepayment/autopayment have already been applied to the full invoice amount will receive an invoice email with the top-right corner “Amount Due” reflecting a



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“\$0.00”. Additionally, the invoice email will not display a “View & Pay Invoice” link at the bottom of the email. (see Figure TBHOA.3)

The screenshot shows an email header for Tarpon Bay Homeowners Association Inc. The invoice is for HOA with a due date of 07/16/2023. The amount due is \$0.00. The body of the email contains a message to the customer regarding a \$127.43 invoice, payment options, and contact information.

Tarpon Bay Homeowners Association Inc

Invoice Due:07/16/2023 Amount Due: **\$0.00**
HOA

Dear Customer:

Your invoice-HOA for \$ 127.43 is attached. You may pay using intuit service at the end of the page, at <https://tarponbayhoa.com/pay-dues/ols/products/monthly-hoa-dues> or by mailing check payable to :

Tarpon Bay Homeowners Association
116 Kenny Blvd
Haines City, FL 33844

Payment must be received by the 15th of the month to avoid a \$25 late fee plus interest.

Let me know if you are interested in auto payment. With auto payment your dues will be deducted by the 5th of each month.

Thank you.

Sincerely,

Tarpon Bay Homeowners Association Inc
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Figure TBHOA. 3

- NOTE: Owners who are set up for automatic payments may occasionally receive their invoices with the full amount of the invoice shown as being due. In these



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cases, simply click the “View & Pay Invoices” link in the email and the correct amount should be displayed on the payment webpage. If the webpage does not reflect the proper amount, please contact the HOA to have the invoice resolved.

2. **Statement** – This document communicates an owner’s financial standing with the Association by providing the balance of all billing activity (invoices and payments) since the purchase of the property.
- Statements are sent via email to all owners on or before the tenth (10th) day of each month. The email will be accompanied by brief text and has NO payment link attached.
 - The statement itself is attached to the email as a PDF file.
 - The subject of the email will begin with the words, “Statement from Tarpon Bay Homeowners Association Inc”. (see Figure TBHOA.4)

Dear Customer:

Attached you can find the most recent update of your monthly statement. In a good faith effort to allow Tarpon Bay owners to monitor their owed HOA balance, the Association distributes a monthly statement to each property owner. The “amount due” numerated on the invoice presents the balance of all payments received and invoices assessed (including the current month’s HOA amenity) and is current as of the morning sent. For instance, if statements were distributed on the 7th day of the month, it would only reflect payments received through the morning of the 7th.

This document is NOT a new invoice! However, it does communicate what is outstanding on invoices you have received and what is owed to the Association.

IT IS IMPORTANT TO NOTE: If the “Amount Due” on your statement is presented as a NEGATIVE number (e.g. -\$696.83), your account has a credit balance resulting from prepayments, overpayments, etc.; if the “Amount Due” is a positive number (eg: \$75.74), then a balance is owed to the Association.

REMEMBER: Late fees are assessed on the 16th day of each month to all accounts that fail to pay the current month’s Association dues by the 15th day of that month.

Thank you for your business and for living in our wonderful community - we appreciate it very much!

Sincerely,
Tarpon Bay Homeowners Association Inc

863-216-8633
TarponBayHOA.com

Figure TBHOA. 4

- Each statement has a date listed on the top right corner of each page. (see Figure TBHOA.5)
- The “Amount Due” expressed on the center-right and bottom-right of each page is current as at the statement date. The “Amount Due” communicates the total balance owed to the Association and is justified by the invoices and payments recorded within the statement. (see Figure TBHOA.5)
 - The amount invoiced is expressed by a positive number (eg: 127.43) and increases the statement balance. Payments received, along with credits due to



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prepayments, and discounts to Association dues are expressed by a negative number (eg: -127.43) that reduces the statement balance. (see Figure TBHOA.5)

- Payments and invoices are listed in date chronological order and specify the transaction's date, reference number, and amount. (see Figure TBHOA.5)

Statement

Tarpon Bay Homeowners Association Inc
 124 Kenny Blvd

Date
6/30/2023

To:

		Amount Due	Amount Enc.		
		\$75.74			
Date	Transaction	Amount	Balance		
05/31/2023	Balance forward		0.00		
06/01/2023	INV #HOA. Due 06/16/2023.	127.43	127.43		
	--- Monthly HOA Dues, 1 @ \$127.43 = 127.43				
06/01/2023	PMT	-51.69	75.74		
CURRENT	1-30 DAYS PAST DUE	31-60 DAYS PAST DUE	61-90 DAYS PAST DUE	OVER 90 DAYS PAST DUE	Amount Due
0.00	75.74	0.00	0.00	0.00	\$75.74

Figure TBHOA. 5



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- If the “Amount Due” is a positive number (eg: \$75.74), then a balance is owed to the Association (see Figure TBHOA.5); a balance represented by a negative number (eg. -\$696.83) would reflect a credit balance resulting from prepayments/overpayments. (see Figure TBHOA.6)

Tarpon Bay Homeowners Association Inc
 124 Kenny Blvd

Statement

Date
7/31/2023

To:

		Amount Due	Amount Enc.		
		-\$696.83			
Date	Transaction	Amount	Balance		
05/31/2017	Balance forward		0.00		
05/01/2023	INV #HOA. Due 05/16/2023. --- Monthly HOA Dues, 1 @ \$127.43 = 127.43	127.43	127.43		
05/09/2023	PMT #PYMNT.	-127.43	0.00		
06/01/2023	INV #HOA. Due 06/16/2023. --- Monthly HOA Dues, 1 @ \$127.43 = 127.43	127.43	127.43		
06/01/2023	PMT	-51.69	75.74		
07/01/2023	INV #HOA. Due 07/16/2023. --- Monthly HOA Dues, 1 @ \$127.43 = 127.43	127.43	203.17		
07/20/2023	PMT #PYMNT.	-900.00	-696.83		
CURRENT	1-30 DAYS PAST DUE	31-60 DAYS PAST DUE	61-90 DAYS PAST DUE	OVER 90 DAYS PAST DUE	Amount Due
-\$696.83	0.00	0.00	0.00	0.00	-\$696.83



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Figure TBHOA. 6

Conclusion

Please feel free to contact the Association (TarponBayHOA@Feltrim.com) if you have any questions or concerns. It will be our pleasure to offer additional information or resolve any issues that arise.