

**HORIZON**

MANAGEMENT



A business is only as efficient as the software that manages its core functions. The need for advanced and reliable software is shared by all property managers, including those who oversee homeowner associations and condo owner associations. They know that the right software features can revolutionize a workday—from tracking and processing dues, to document sharing, and staying connected.

## How Property Management Software

# HELPS HOAs & COAs

Running a healthy HOA or COA means managing time and budgets wisely. It is surprising that almost half of these organizations still rely on manual methods.

For the property managers who have migrated to software, many are still using an outdated system that is unreliable and fails to function fully in the way they need it to. Representatives of any type of owners association should prioritize the right kind of software: one that boosts productivity, increases ROI, and makes their members happier.



**Here are a few things to consider when choosing the right software for your community association.**


Ask any association board member which task they dread the most, and you're likely to hear something related to association dues.

# COLLECTING

## association dues

Automated software can relieve the headache by allowing you to easily collect and deposit checks, account for dues, and create reports for homeowners or other interested parties. The right software can offer convenient options for collecting dues online and accessing reports.





It's commonly understood that community association members have to handle many different kinds of communication. They have to notify members of unpaid dues, disseminate meeting notices, and coordinate with vendors who maintain common areas. Luckily, software can streamline this process to improve workflow instantly.

# TEXTING OR EMAILING

## Members, Employees, Board Members, and Vendors

Many HOAs and COAs would rather retire the use of paper mailings in favor of electronic communication because of saved time and money. People are also known to respond faster to emails and text messages compared to their snail mail counterparts. An additional benefit of digital communication for property managers: messages from vendors, owners, and board members will be automatically recorded in the system for record-keeping and future reference.

Maintenance requests come in all shapes and sizes but they all present potential risk to the greater community. An unaddressed leaky pipe or landscape disaster can grow into a full-blown problem quite quickly. Property managers of HOAs and COAs can keep their communities running smoothly during these times of trouble with online maintenance requests, which allow homeowners to enter a detailed description of the issue and submit the request easily.




online  
**M A I N T E N A N C E**  
and mobile  
**I N S P E C T I O N S**

The ideal property management software also supports mobile inspections. Mobile inspections allow property managers of community associations the ability to perform on-site property inspections using their preferred mobile device. Property managers not only save time and money from forgoing manual handwritten inspections, they also gain the peace of mind that everything – whether a note, recording, or picture – is tracked and saved for future reference.


Community associations are made up of board members who must maintain and enforce by-laws. They also need to follow specific reporting rules and may be tasked with overseeing maintenance requests. Even more important, they need to record these activities and communicate them clearly to the other board members. Organizations insisting on using a paper filing system, or even a local computer, need to know the seriousness of this risk.



# BOARD MANAGEMENT



Associations that use secure cloud storage for these critical files won't have to worry about having their data being destroyed because of a hacking, fire, or any other type of disaster. Personal information stored in the system, along with regular back ups, will also uphold the privacy of members' information and corresponding data.



HOAs and COAs regularly share contracts, reports, and other notifications with other board members, association employees, vendors, and of course, community members. The right software can share these files instantly with designated groups online.

# FILE SHARING

Busy board members and employees won't have to wait for the mail or an outdated fax because of this widely-adopted, cloud-sharing feature. Property management software can also record which recipients are receiving which files—ideal for organizational and tracking purposes.

# RESIDENT PORTAL







INTERWEST  
MANAGEMENT

## Welcome to the Owner Portal

If you haven't logged in with a password before, [click here](#) to create your password.

**Email**

portaltest.appfolio1@gmail.com

**Password**

\*\*\*\*\*

Log in

[Create a password](#) | [Forgot your password?](#)

**Interwest Management Services**

CALIFORNIA OFFICE: 123 Address #1 City, OR, 12345

ARIZONA OFFICE: 456 Address #2

City, AZ 12345

(888) 691-1988

www.walrus.gov

During transition to Horizon, homeowner emails will be input into the system. Once your community goes live with Horizon, all homeowners will need to access their online account is their email address.

HELLO  
Kenna Edwards

INTERWEST MANAGEMENT

Log Out

Home

Payments

Maintenance

Shared Documents

Property Info

View Another Unit

Account Profile

Help

# Payments

Your Current Balance

**\$2,000.00**

Next bill due on June 01, 2017

**Attention: You have past due bill(s)**

**You have scheduled a payment of your full balance**  
that will occur on 07/01/2017  
[show details](#)

[Pay Now](#) [Set Up Autopay](#)

Scheduled Payments

**Full Balance** 07/01/2017  
Monthly Rent

Auto-Payment created by You [Edit](#) | [Delete](#) | [Skip this payment](#)

Account Ledger

Need more help understanding your balance?

[View full account ledger](#)

June (This Month)

Description	Amount
June 2017 <i>Due on 06/01/2017</i>	\$1,000.00

Past Payments

Paid on 04/20/2017 \$1,000.00  
Confirmation #: EA9F-PI69  
Paid by You

Homeowners can access their full account history on the portal. Homeowners are also able to make payments from this site and set up ACH for monthly assessments.

Home

Payments

Maintenance

Shared Documents

Property Info

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Account Profile

Help

## Create A New Maintenance Request

**Created Date:**

06/30/2017

**My Contact Info:**

Kenna Edwards  
514C W Beaver Ave  
State College, PA 16801  
No phone number on file

**What needs attention? \***

(max 950 characters)



Add Photos

No photos added

Do we have permission to enter the unit with our key?

- Yes
- No
- Not applicable

Homeowners can also enter a work order request on their portal that will be sent to the Manager as well as the Board.

# ACCOUNTING

A green piggy bank icon inside a green circle.

## Reconcile

Cash Balances  
Open AR/AP  
Vendor 1099 Balances  
YTD Balances



Cut-Off



\*Populate



Import



Review



Sign-Off

\*AppFolio migrates starting financial balances. We do not migrate historical transactions.

# Cash Flow Report

- AKA Profit & Loss
- Commonly shared with property owners
- Displays net income & cash flow totals, year-to-date balances
- Can add liability accounts
- 12 Month Cash Flow & Cash Flow Comparison reports available

**Cash Flow** Hide Details Use Old Lay

Interwest Management Services

Properties: Active

Date Range: 01/14/2012 to 03/29/2012

Accounting Basis: Accrual

Find in Report

Account Name	Selected Period	% of Selected Period	Fiscal Year To Date	% of Fiscal Year To Date
<b>Total Other Income</b>	10.00	0.00	10.00	0.00
<b>Other Expense</b>				
Carpet Cleaning	-250.00	-0.02	-250.00	-0.01
<b>Capitalized Expenses</b>				
Capitalized Hardware	50.00	0.00	50.00	0.00
<b>Total Capitalized Expenses</b>	50.00	0.00	50.00	0.00
<b>Total Other Expense</b>	-200.00	-0.01	-200.00	-0.01
<b>Net Other Income</b>	210.00	0.01	210.00	0.01
<b>Total Income</b>	1,419,666.94	100.00	1,742,980.44	100.00
<b>Total Expense</b>	69,539.15	4.90	114,042.14	6.54
<b>Net Income</b>	1,350,127.79	95.10	1,628,938.30	93.46
<b>Change in Assets &amp; Liabilities</b>				
Accounts Receivable	9,763,596.34		9,461,822.34	
Security Deposit	-9,977,137.50		-9,972,687.50	
Security Deposit Clearing	-1,680.00		-1,680.00	
Accounts Payable	1,113,786.65		1,186,836.54	
Prepaid Rent	16,845.00		9,395.00	
<b>Net Change in Assets &amp; Liabilities</b>	915,410.49		683,686.38	



## Cash Flow - 12 Month [Hide Details](#)







APM Property Management

Property Groups: Smith RE

Period Beginning: Jan 2016

Period Ending: Dec 2016

Accounting Basis: Cash

Account Name	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	Jul 2016	Aug 2016	Sep 2016	Oct 2016	Nov 2016	Dec 2016	Total
<b>Operating Income &amp; Income</b>													
<b>RENTS</b>													
Rent Income	2,500.00	2,500.00	2,500.00	2,500.00	2,500.00	2,500.00	3,633.33	9,750.00	10,936.67	7,725.00	0.00	0.00	47,045.00
<b>Total RENTS</b>	<b>2,500.00</b>	<b>2,500.00</b>	<b>2,500.00</b>	<b>2,500.00</b>	<b>2,500.00</b>	<b>2,500.00</b>	<b>3,633.33</b>	<b>9,750.00</b>	<b>10,936.67</b>	<b>7,725.00</b>	<b>0.00</b>	<b>0.00</b>	<b>47,045.00</b>
<b>FEES</b>													
Insurance Servi	0.00	0.00	0.00	0.00	0.00	0.00	9.50	0.00	-790.50	9.50	0.00	0.00	-771.50
Late Fee	0.00	0.00	0.00	0.00	0.00	-50.00	0.00	0.00	0.00	50.00	0.00	0.00	0.00
<b>Total FEES</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>-50.00</b>	<b>9.50</b>	<b>0.00</b>	<b>-790.50</b>	<b>59.50</b>	<b>0.00</b>	<b>0.00</b>	<b>-771.50</b>
<b>Total Operating Inc</b>	<b>2,500.00</b>	<b>2,500.00</b>	<b>2,500.00</b>	<b>2,500.00</b>	<b>2,500.00</b>	<b>2,450.00</b>	<b>3,642.83</b>	<b>9,750.00</b>	<b>10,146.17</b>	<b>7,784.50</b>	<b>0.00</b>	<b>0.00</b>	<b>46,273.50</b>
<b>Expense</b>													
<b>AUTO AND TRAV</b>													
Meals	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	27.99	0.00	0.00	27.99
<b>Total AUTO AND</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>27.99</b>	<b>0.00</b>	<b>0.00</b>	<b>27.99</b>
<b>CLEANING AND</b>													
Carpet Cleaning	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1,500.00	0.00	0.00	1,500.00
Janitorial Expen	0.00	0.00	0.00	0.00	0.00	0.00	900.00	0.00	0.00	900.00	0.00	0.00	1,800.00
Landscaping	0.00	0.00	0.00	0.00	0.00	0.00	900.00	900.00	0.00	92.00	0.00	0.00	1,892.00
<b>Total CLEANING</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>1,800.00</b>	<b>900.00</b>	<b>0.00</b>	<b>2,492.00</b>	<b>0.00</b>	<b>0.00</b>	<b>5,192.00</b>
<b>MANAGEMENT</b>													



## Build

Chart of Accounts  
Banks  
Associations  
Homeowners  
Vendors



Organize



Populate



Import



Review



Sign-Off





DASHBOARD	LEASING ▾	PROPERTIES ▾	PEOPLE ▾	ACCOUNTING ▾	MAINTENANCE ▾	REPORTING ▾	Search
4210: Concessions							Income
4220: Delinquency							Income
4230: Vacancy							Income
4410: NSF Fees Collected							Income
4470: Pet Fee-Non Refundable							Income
4550: Application Fee Income							Income
4560: Laundry Income							Income
5615: Window Cleaning Income							Income
5660: Deposit Forfeit							Income
5680: Late Fee							Income
5688: Tenant Improvements							Income
5700: Miscellaneous Income							Income
5800: Tax Passthru							Income
6000: General Expenses							Expense
6140: Keys							Expense
6210: Repair							Expense
6220: Carpet Cleaning							Expense
6230: Painting							Expense
6240: HVAC (Heat, Ventilation, Air)							Expense
6250: Gardening							Expense

Completely customize your GL accounts to suit your individual HOA.

## Association Reports

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 Dues Roll

 Homeowner Delinquency

 Homeowner Directory

 Homeowner Ledger


## Owner & Vendor Reports

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 Owner Directory

 Owner Statement

 Owner Statement (Enhanced) **LABS**

 Owner Withholdings 

 Purchase Order **NEW**

 Vendor Directory








 Vendor Ledger

 Work Order

 Work Order Labor Summary

There are a wide variety of types of reports that can be run all in one place and all available for the Board to access on their portal at any time.

## Accounting Reports

-  Account Totals
-  Balance Sheet
-  Bank Account Activity
-  Bank Account Association
-  Cash Flow
-  Cash Flow - 12 Month
-  Cash Flow Comparison
-  Cash Flow Detail
-  Chart of Accounts
-  Expense Distribution
-  General Ledger
-  Income Statement
-  Income Statement - 12 Month
-  Income Statement - Comparative
-  Trial Balance
-  Trust Account Balance
-  Trust Account Detail

## Transaction Reports

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 Aged Payables Summary

 Aged Receivable Detail

 Bill Detail

 Charge Detail

 Check Register

 Check Register Detail

 Check Register Detail (Enhanced)

 Deposit Register

 Expense Register

 Income Register

 Journal Entry Register