

2023 Payment Options

For your convenience, there are three ways in which you can pay your HOA dues:

1. Easy Payments Online with Owner Portal

For your convenience, we hope you'll take advantage of our Owner Portal system, "TOPS Pay". This portal allows homeowners to access their association account, see their account balance, pay dues online, view documents, and much more. You can set up **FREE** recurring payments (Auto Pay) through your checking account (ACH) or set up Auto Pay or make one-time payments using a debit or credit card for a small transaction fee. (For debit/credit card processing, the third-party administrator, PayLease, charges a 3-3.5% processing fee. This fee is not charged by your Association or by Main Street Management.) **Autopay must be set up prior to the due date** for the transaction to be completed.

We need your email address on file in order to send you an invite to register for the portal. Please contact Main Street Management at info@mainstreetmanagementllc.com or (765) 742-6390 and provide us with your email address to get started today with your Owner Portal. **If you have a credit or an outstanding balance on your account, please select the option to "Pay Current Balance" when prompted.**

If you already have an Owner Portal account through our system, any changes in the dues amount for the year will be automatically updated on the 2023 due date(s). Please note that while you can make payment in advance (which will show on your account as a negative number in parentheses), your new dues charge will not appear in the Owner Portal until the due date.

*Note: If your account information is entered incorrectly or there are insufficient funds in your account, the online payment will be "backed out" of the system. It is your responsibility to ensure any automatic or online payments actually go through correctly and satisfy your dues obligation.

*Payments online are not available if you have a balance in collection.

2. Automated Payments from Your Bank (E-Payment)

If you want to make payments directly through your financial institution, please have your payment sent to the PO Box address on the invoice and note your Account Number in the memo field. Your account number is located on your invoice. Be sure that your bank sends your payment so that it arrives before the date it's due.

3. Payment by Check

To ensure proper crediting of your account, please be sure to enclose the bottom part of your invoice with your payment and write your Account Number in the memo line of your check. Please mail payment to the PO Box address on the bottom of your invoice.

Hardship

Please know that if you are experiencing financial hardship, your HOA board is open to working with you to adjust your payment schedule in order to ensure you can pay your dues. However, this requires approval of a formal "Payment Plan" request. Please contact us at info@mainstreetmanagementllc.com or (765) 742-6390 if you have this need. It is critical that you seek this assistance as soon as possible to avoid late fees, finance charges and/or having your account sent to a collection attorney.