

BECOMES



We are excited to announce that after 47 Years, Paul Associates is becoming The Nabo Group. This marks an exciting new chapter for us and for your community!

nabo (noun); norwegian for neighbor - simply put, we are the neighbor group.

Dear Board Member for <<Association Name>>,

Effective January 1, 2023, Paul Associates, Inc. will rebrand as The Nabo Group as part of a restructuring. Same Portfolio. Same Team. More Partnerships. Additional Services.

We expect this to be a seamless transition, however, we have elected to not increase any community management fees for 2023 due to the rebranding! All employees of Paul Associates will remain and we will be adding additional support members over the next few months.

This restructuring is in part of a succession plan due to Harold Ward's retirement. Harold will remain on our team as a consultant and Tyler Hawes will become President of The Nabo Group.

During this restructuring, our systems may be down on December 21st and between December 26th through January 1st to allow for system rebranding and improvements. We will post updates to our websites with any scheduled down times. During this update, our team will still be available to serve your community and owner needs, questions, and concerns during business hours.

The only delay in our process will be on the Homeowner and Board Mobile App. Paul Associates Mobile App will be discontinued effective December 26th. The Nabo Group's "nabo connect" Homeowner and Board Mobile App should be available by January 15th 2023 for download using the same credentials online users have used in the past.

Our Team looks forward to continuing to serve your community with exciting new releases planned within the next year to make your homeowner and Board experiences better. See more information below to review some of the exciting releases we have in store for you!

Sincerely,
Harold Ward
President
harold@paulassociatesinc.com

Tyler Hawes
Vice President of Operations
tyler@paulassociatesinc.com



New Systems & Partnerships Coming in 2023

We are committed to investing in our new systems, partnerships, and team members to better serve all communities. If you have a recommendation of what you would like to see more of, please feel free to share them with us!

Vetted Vendors with Vive

Paul Associates is thankful to the various vendors that have serviced our managed communities. We have a responsibility to properly screen all vendors prior to authorizing service requests and bidding out contracts.

In order to fulfill this responsibility, The Nabo Group has signed up with a 3rd party vendor compliance firm named VIVE.

[Vendors Page](#)

Nabo Easy Collect

Community associations are often burdened by owners not paying their fees on time or at all, and we believe this is just plain unfair. The consequences are higher fees, reduction of services, and a waste of management resources and time.

Easy Collect helps communities discover the delinquency quickly and resolve it at a minimum cost to the delinquent owner with no cost or risk to the association and the good-paying owners.

[Download Brochure](#)

Boardline Academy

Boardline Academy is an educational tool for Board Members with online classes and best practices section.

Sahouri CUSP

CUSP Insurance program will be offering Risk Analysis and Insurance 101 to Board members in 2023.

Integrated eVoting

HOA's eVoting Platform will be integrated on all Community Websites in 2023. If interested in eVoting, email us.

Minute Solutions

A new partnership with Minute Solutions offers us the ability to send recorded meetings to be turned into minutes.

Text Your Manager

You will now be able to text your manager's direct dial line available January 2023.

Quick Pay

Owners will have the ability to Quick Pay without logging into their account online.

Amenity Reservations

Online Reservations Module will be released for Online Users Q1 with ability to pay amenity fees.

and More...

We are constantly looking at partnerships and systems to streamline your needs.

Rebranding FAQ's

- Do I need to do anything?**
As a Board Member and Homeowner, we do not want you to experience any interruption in service. You should be able to continue with no changes. You will notice URL links being forwarded over interactions with us at the end of this year.
- When will owners be notified?**
Owners will be notified between December 1st and December 15th by email or letter at our expense.
- What are The Nabo Group's Office Hours?**
The Nabo Group is open Monday through Thursday, 9:00 am until 5:00 pm and Fridays 9:00 am until 12:00 pm. Closed all Banking Holidays.
- Will my Association Manager change?**
No, your current Association Portfolio Manager will remain the same.
- What if I forgot my online login information?**
You may request a password reset using the email address chosen during your initial registration. If you do not remember that email, please email us at info@paulassociatesinc.com.
- What if I have more questions?**
Email us at either info@paulassociatesinc.com or hello@thenabogroup.com after January 1st.



Homeowner & Board App Coming January 2023

1-866-365-NABO
hello@thenabogroup.com
www.thenabogroup.com



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