



Community associations are often burdened by owners not paying their maintenance fees on time or at all, and we believe this is just plain unfair. The consequences are higher maintenance 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.

Your One Stop, Full Service Management Company

IF WE DON'T COLLECT, WE DON'T GET PAID

Customized Action Plan

Our proprietary technology allows us to understand the position of each delinquent unit and formulate a customized action plan to recover your Association's money.

No Risk to the Association

All fees are paid by the delinquent owner and NOT the community association. Our fees are deferred and at OUR risk.

Ethical Treatment of Delinquent Owners

We don't bury the delinquent owners in outrageous fees. Our goal is to bring them current in a reasonable timeframe, meaning we craft customized payment plans when necessary.

Fully Transparent Reporting

Managers and Boards of Directors can access real-time collections data and download a multitude of reports on the Axela Web Portal.

No Holds. Get Paid Right Away

Monthly funding on successful collections gets collected funds back into your operating account right away.

SERVICES INCLUDED:

Skip Tracing

Credit Bureau Reporting

Certified Mail Notices

Respectful Outbound Calls

Customer Service Representatives

Ledger Maintenance

Payment Processing

Online Portal Access

Lien Filing



IT'S HOW THE FUTURE COLLECTS

THE COLLECTION PROCESS

With Easy Collect™ we take a proactive and timely approach to your collections. We begin by identifying a delinquency right away and jumping to action, starting with a demand letter, and escalating to outbound calls and legal action, if necessary. Most accounts are successfully resolved within the first 75 days.

	ONBOARDING	DAYS 1-30	DAYS 31-75
ACTIONS TAKEN	<ul style="list-style-type: none"> - Confirm Ownership - Equity Analysis - Skip Trace Ownership - Set Ledger Parameters - Ledger Review - Bankruptcy Search - Governing Document Review 	<ul style="list-style-type: none"> - FDCPA Demand Notice <i>(Also known as the "quiet period", the FDCPA requires that we do not engage in active outreach during this 30-day period unless the owner contacts us first.)</i> - Call Center Prepared 	<ul style="list-style-type: none"> - Notice of Intent to Lien - Outbound Calls - Email campaigns - Promote Payment Plans - Bank Demand Notice - Rental Demand Notice - Credit Reporting
RESULTS	Establish the fact pattern before taking any action	18% of submitted units are resolved in this period	51% of submitted units are resolved in this period
(*With Board Approval)			
	DAYS 76-100	DAYS 100+	
ACTIONS TAKEN	<ul style="list-style-type: none"> - Lien Filed & Recorded* - Notice of Intent to Foreclose* - Outbound Calls (cont) - Email campaigns (cont) - Promote Payment Plans (cont) - Bank Demand Notice (cont) - Credit Reporting (cont)* 	<ul style="list-style-type: none"> - Initiate Foreclosure * <i>(Collection and recovery efforts will continue during this time, but the most likely monetization event will be sale at third-party auction, or taking title to the unit.)</i> 	
RESULTS	26% of submitted units are resolved in this period	Fewer than 5% of submitted units end up in foreclosure	

