



## Seven Lakes Homeowners Association

November 30, 2023

Re: 2024 Homeowner Dues

ALL SEVEN LAKES HOMEOWNERS:

As we announced at the Annual Meeting earlier this month, the annual dues will remain at \$700.00 for 2024. However, we will need to increase the dues starting in 2025 to build up our reserves to cover the cost of repaving our roads in the future. The board will be meeting with a paving specialist in 2024 to understand the life expectancy of the roads and the cost to repave. Once we have those two numbers, we will create a plan to cover the costs through increased dues over those years. We will share the recommended plan with everyone before next year's annual meeting.

As a reminder, you access your portal through the website [sevenlakeshoa.appfolio.com/connect](https://sevenlakeshoa.appfolio.com/connect) or the Appfolio app on your phone.

If you are experiencing difficulty in portal set up, or have any questions go online to <https://www.appfolio.com/help/owner-portal> or you can email [7LakesEmail@gmail.com](mailto:7LakesEmail@gmail.com) for assistance. If you do not wish to use the portal you can mail your HOA dues check and/or other payments to Seven Lakes Homeowners Association, 8658 Seven Lakes Drive, Ooltewah, TN 37363. Please mail 7 days ahead of the due date to ensure mail is received at least one day prior to due date for processing. Any checks received after the due date will result in a late fee. We highly encourage you to use your portal as it provides instant payment and provides you options of payment – electronic check, credit card or debit card.

The following HOA dues payment options remain available for 2024:

Paid in full by January 31, 2024: \$665.00 (a 5% discount of the \$700.00)

2 payments: \$350.00 paid before January 31  
\$350.00 paid before July 31

4 payments: \$180.00 paid before January 31  
\$180.00 paid before April 30  
\$180.00 paid before July 31  
\$180.00 paid before October 31

A late fee of \$25 per month will be applied to all overdue invoices.

Any inquiries can be made directly to any HOA Board member, each name and email address is listed on our website, [sevenlakessubdivision.com](https://sevenlakessubdivision.com). Thank you for your continued support in making Seven Lakes Subdivision a great place to live.

*Your HOA Board*



### APPFOLIO PORTAL INSTRUCTIONS

Whether you choose to use the website or mobile app, the process is the same.

To access via your computer:

1. Go to [www.sevenlakeshoa.appfolio.com/connect](http://www.sevenlakeshoa.appfolio.com/connect)
2. Enter your email address and password
3. Click on Log in

To access via the mobile app:

1. Download the app to your phone
  - a. Online Portal by Appfolio
2. Enter your email address and password
3. Click on Log in



The screenshot shows the 'Online Portal' login page. At the top is the 'Seven Lakes' logo. Below it, the text 'Online Portal' is centered. There are two input fields: 'Email address' with the placeholder 'Homeowner@gmail.com' and 'Password' with a masked password '.....'. A link 'Forgot Your Password?' is located below the password field. At the bottom is a blue 'Log in' button.

Once you log in you will see the Home Page

The screenshot shows the mobile app home page. The top bar includes the time '3:34', signal strength, Wi-Fi, and battery '57%'. Below the bar is a 'menu' icon and the 'Seven Lakes' logo. The main heading is 'Home'. The page is divided into three red-bordered sections with annotations:

- Section 1:** 'Your Current Balance' is displayed as '\$700.00'. Below it, it says 'Next bill due on December 06, 2021'. An annotation on the right says 'Current balance (if any) will display'.
- Section 2:** Contains two buttons: 'Pay Now' (blue) and 'Set Up Autopay' (white). Below them is the text 'December (This Month)'. An annotation on the right says 'Choose to Pay Now – one time payment Or Choose to set up Autopay to pay your dues every year at the same time'.
- Section 3:** A table with two columns: 'Description' and 'Amount'.
 

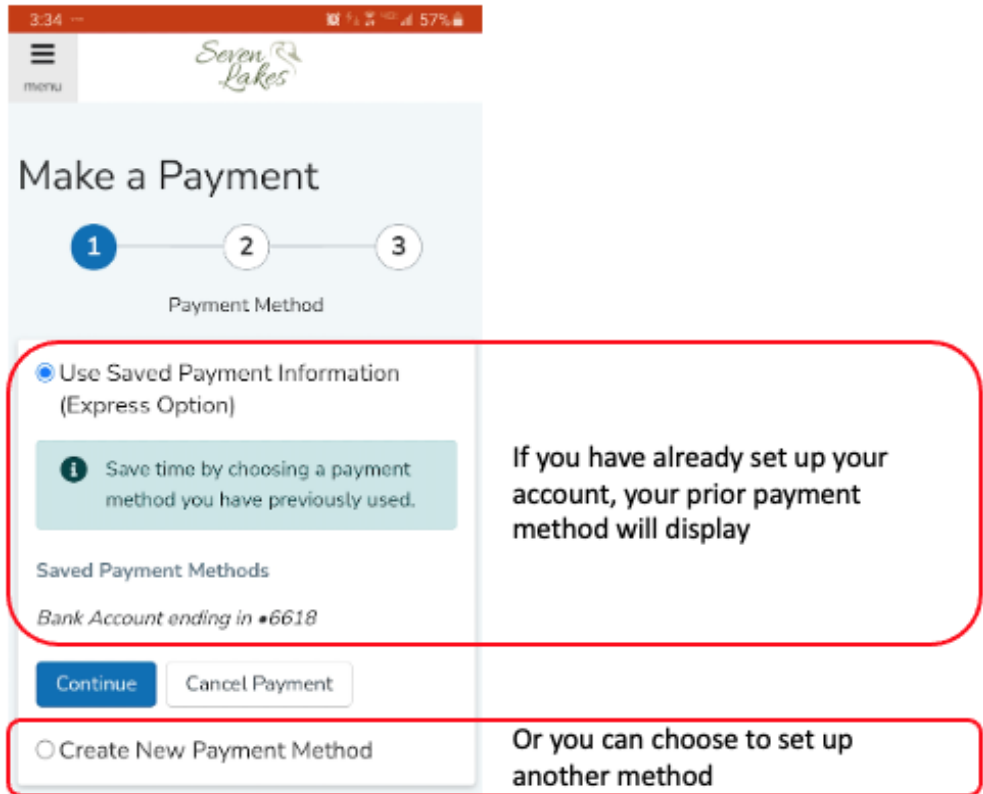
Description	Amount
Association Dues Charged on 12/06/2021	\$700.00
<b>Total Balance</b>	<b>\$700.00</b>

 An annotation on the right says 'This area will describe what your balance is for'.

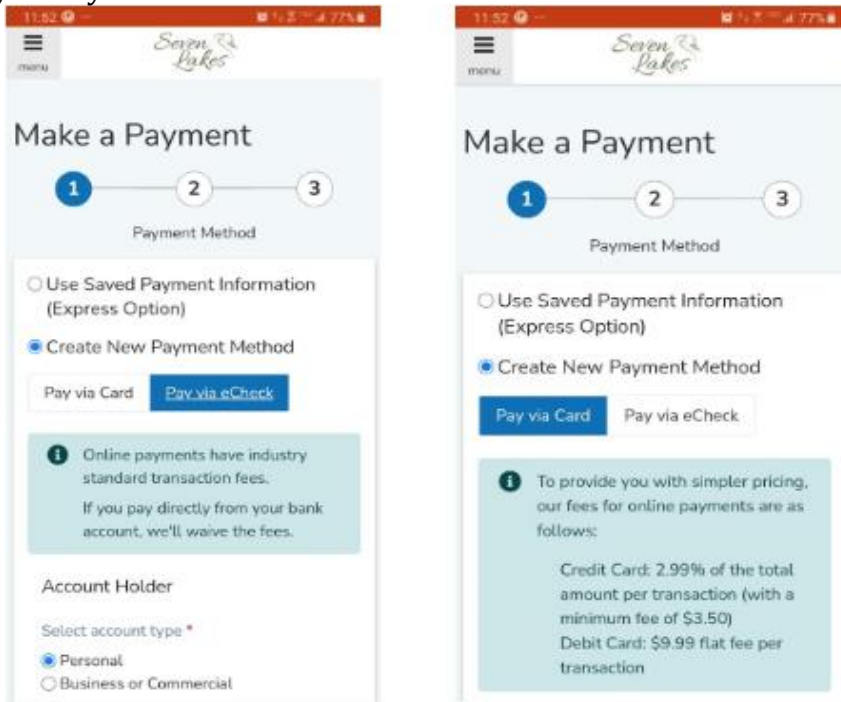


# Seven Lakes Homeowners Association

Make a Payment screen:



Select the type of payment you would like to make



You can set up to pay directly from your checking/saving account or on your credit/debit card.

There is no charge for E-checks. Credit/Debit cards have a fee associated with the payment.



Enter your payment amount:

The screenshot shows the 'Choose Payment Amount and Date' screen in the Seven Lakes mobile app. The interface includes a menu icon, the app logo, and a title bar. Below the title bar, there are two buttons: 'One-Time Payment' (highlighted in blue) and 'Autopay'. A red box highlights these buttons with the text: 'Choose either one time payment or autopay'. Below this, the current balance is shown as '\$700.00' with a link for 'Charge Details'. The next bill due date is '12/06/2021'. A red box highlights the date selection field with the text: 'Enter the date you want the payment made'. Below that, there are radio buttons for 'Full Balance (\$700.00)' (selected) and a custom amount field. A red box highlights the custom amount field with the text: 'Select either Full Balance or enter the amount you want to pay.' Below the custom amount field, the payment amount is shown as '\$700.00' and the transaction fee as '\$0.00'. A red box highlights the total amount to be paid, '\$700.00', with the text: 'Remember if paying your annual dues in full in January you only have to pay \$665 – be sure to enter that amount in the field'. A blue arrow points from this text to the custom amount field.

Finalize payment:

The screenshot shows the final payment confirmation screen. It features a large blue button labeled 'Make This Payment Now' and a smaller button labeled 'Change Payment Method'. A red box highlights the 'Make This Payment Now' button with the text: 'Click on Make this Payment Now.' Below the buttons, there is a paragraph of text: 'By clicking the button "Make This Payment Now", I hereby authorize AppFolio, Inc. to initiate an electronic payment in the amount and as otherwise described above. The terms of such payment are set forth in the Terms of Service, which I hereby agree to.' A red box highlights this text with the text: 'You are now done and can exit the program.'