

ALLUVIA TOOLBOX

January 2024



Connect



NC: 704-746-9070
SC: 843-491-4398



general@alluviahoa.com

Links

[Portal Link](#)

[Alluvia Website](#)

About the ToolBox

Greetings to all our Community Members!

At Alluvia, we have curated a toolbox to help community members enhance their interactions with our team members and software. We hope this offers a deeper understanding of the many Ways to Make an HOA Payment, How to register for Portal Access and The Service Request process. We will add to this toolbox as we gain feedback and sharpen our functionality.

Ways To Make Payments At Alluvia

Portal Payments offers a simplified and fast payment experience.

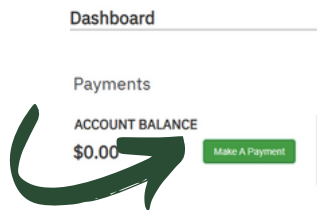
Portal Payments

1

Log into your owner portal at portal.AlluviaHOA.com

2

On the Dash Board: Click the "Make A Payment"



3

Select a Payment Method

- **Automatic Draft Payments**

Put your payments on autopilot and avoid late fees! Drafts the **outstanding account balance** automatically from your bank account on the same day every month.

- **One-Time echeck**

Draft from your bank account a one-time payment.

- **Recurring eCheck**

Drafts a **set amount** from your bank account on a date you specify. As association dues change, the set amount must be updated.

- **Debit & Credit Card Payments**

Make one-time or recurring payments with any major debit or credit card.

Payment Tips



Easy Ways to Pay

Pay from computer, tablet or phone.



Payments Recorded Instantly

Great way to avoid a late fee with last minute payments



Consolidated Login for All Accounts

For owners with multiple properties, you can pay all accounts at once.



Payment reminders

Opt into text notifications and get a reminder with a payment link to make your payments on time. To opt in, go to My Profile and then communication settings



Processing fees apply

Convenience and speed come with additional fees, choose other payment options to avoid these fees
\$2.95 for Bank Account Transactions; 3.95% for Credit Card Transactions.

[Click Here to Watch a 2 minute "How To" Video](#)

Ways To Make Payments At Alluvia

Truist Associations Services also offers No-Fee Options

Truist Online Payments

1 Go to truist.com/payments. Click “Pay Now or Enroll”

2 Enter Coupon Information

Enter your Bill Pay Number, Serial Account Number, and Unit Number found on your mailed Truist Statement or Coupon Book

Bill Pay Account Number: 7 1111111112
Serial Account Number: 00000101
Unit Number: A101

PAYMT. ACCT. NO.	BILL PAY ACCT. NO.	SERIAL ACCT. NO.	UNIT NO.	DUE DATE	AMOUNT DUE
7	1111111112	00000101	A101	07/01/16	\$100.00

OWNER NAME: ABC ASSOCIATION MANAGEMENT COMPANY
STREET ADDRESS 1: PO BOX 628207
STREET ADDRESS 2: ORLANDO, FL 32862-8207
STREET ADDRESS 3:

AMOUNT \$ []
CHECK NO. []

FEE DESCRIPTION: TEST LATE MESSAGE 1, TEST LATE MESSAGE 2, TEST UNIT COMMENT

Truist account numbers can also be requested through a portal service request.

3 Select a Payment Method

- **Automatic Draft (No Fee)**
Put your payments on autopilot and avoid late fees! Drafts the **recurring HOA dues amount** automatically from your bank account on the third of every month.
- **One-Time echeck (No fee)**
Draft from your bank account a one-time payment.
- **Debit & Credit Card Payments**
Make one-time or recurring payments with any major debit or credit card.

Payment tips



Automatic Payments

Cancellations or changes must be submitted by the 27th of the previous month. New enrollments must be submitted by the 20th. Autodraft will update as association dues change.



4 business days to record payments

Online payments will record to your account within 4 business days.



Mailed Payments (allow 10-15 days)

Checks made payable to your association Mailed with Coupon or Statement Stub
PO Box 628207
Orlando, FL 32862



Truist Branch Payments

Payments can be made at any Truist branch with Coupon or Statement Stub



Credit Card Processing fees apply

Convenience and speed come with additional fees; choose other payment options to avoid these fees
\$4.95 for Debit Cards
2.95% for credit cards



Online Bill Pay Service

Send payments from any US Financial institution by utilizing the bill pay account number on your coupon or statement.

Make checks payable to your association and mail with coupon or statement Voucher to
PO Box 628207, Orlando, FL 32862

SERVICE REQUEST PROCESS

CLIENT ROADMAP

1

SERVICE REQUEST RECEIVED

There are many ways to submit a service request with our team

- Email: general@alluviahoa.com
- Submit a service request through the Homeowner Portal
- Call our office - NC: 704-746-9070 or SC: 843-491-4398

2

RESPONSIBILITY REVIEW

The association governing documents define whether the responsibility lies with the homeowner or the association. Your community manager will review and seek assistance, if needed, from legal counsel or the association board. Once association responsibility and prioritization is determined, a provider will be assigned for estimate and completion, as appropriate.

3

ASSIGN PROVIDER

Selecting a service provider is a crucial decision that requires careful consideration. At times, it may be necessary to:

- Research to pinpoint the underlying issue.
- Acquire multiple estimates to ensure competitive pricing.
- Complex issues may require coordination with additional specialties with the necessary expertise.
- Requests may have additional considerations:
 - Timing or Seasonality of the request
 - Scope of the existing service contract
 - Association prioritization and budgetary limits

4

APPROVE AND SCHEDULE COMPLETION

We will coordinate with the vendor for the scheduled time and day. If the vendor needs access to your home, we will request permission to share your contact information with the provider.

Accessing Your Homeowner Portal

1

Sign-Up

Access the Homeowner portal via portal portal.AlluviaHOA.com.
Click: Sign-up to request a username and password.

2

Receive Portal Key

When signing up, you will see a place to enter your Registration Key; if you have not yet received one, **Click: I do not have a Valid key**. You will then receive a Key from a team member via email.

3

Password

Oh no! Did you misplace your password? No worries! Just shoot us an email at general@alluviahoa.com, and we'll be happy to send you a temporary password.

4

Well take care of the rest!

You'll now have access to :

- Submit service request
- Make HOA Payments
- See your account transactions
- **COMING SOON!** Customization for your association continues. Association calendar, Amenity Reservations, Document & Form Access, Chat with Team Members and more!