

Q2 Please provide any comments you may have regarding billing and payments for your BVA dues

Answered: 48 Skipped: 90

#	RESPONSES	DATE
1	Current vendor takes too long to post checks even when mailed on time.	6/8/2023 8:11 AM
2	I pay all my bills by check. I do not trust electronics with my money.	6/1/2023 8:30 PM
3	Once a year is good for payment, perhaps in April or may	5/26/2023 4:08 PM
4	PLEASE find a way for all Bromley services to move to electronic payment. The only bills (in my entire world) that I am ever late for are the ones that require me to write a check, stamp an envelop and put it in the mail!	5/26/2023 3:55 PM
5	We prefer to charge to a credit card if NO fee entailed, we also use bill pay through Bank of America, there is no fee and they mail a paper check to the vendor. I do not wish to pay any fees.	5/24/2023 12:24 PM
6	If payment by credit card with out a charge that would be the best and the money could be to the BVA on the 1st of the month would be a benefit to the BVA?!!!	5/24/2023 10:19 AM
7	We have not been pleased with the services provided by the new billing/accounting/payment firm!	5/24/2023 10:01 AM
8	Not a fan of payment by internet. Security is still questionable.	5/24/2023 9:53 AM
9	I assume electronically includes bill pay from my bank. If not would prefer check. No interest if electronically strictly means Venmo etc. will not use those.	5/24/2023 9:44 AM
10	Electronic payment I feel is always easier vs a check, however the vendor that we use seems to have a very difficult method of accepting Electronic payment so we have paid by check instead.. we would rather pay Electronic if it was easier	5/24/2023 9:26 AM
11	Thanks for taking this on. The current vendor is not very good in my opinion.	5/24/2023 7:55 AM
12	They are not clear and should be automated.	5/24/2023 6:39 AM
13	A discount should be given for yearly payments	5/24/2023 3:11 AM
14	Prefer checks because it's normal to old guys like me. Will pay electronically as I am an serial user of Amazon. Bloated admin fees for credit card usage is criminal, IMO.	5/23/2023 9:16 PM
15	confusing is using same billing for both bromley village and Ridges. Sometimes not clear which is which	5/23/2023 8:49 PM
16	No comment. 😊	5/23/2023 8:49 PM
17	Epay is fine only if BVA owners have very clear individual ID's. I would then recommend quarterly billings.	5/23/2023 8:47 PM
18	Thanks Sandy for all your hard work!	5/23/2023 8:42 PM
19	I will not pay through a portal or CC that charges fees. I can send a bank check for free directly from my bank. Snail mail or plenty of on-line checking free services.	5/23/2023 8:01 PM
20	Mail really isnt reliable enough to use when a late fee can be incurred	5/23/2023 7:57 PM
21	I would like to be able to put all my Bromley bills on my credit card and have them automatically charged without a fee to me like I do with most of my recurring bills. Even though Bromley may pay a small fee for this service, they will know that they're getting their money immediately and that they don't need to chase after anyone for payments!	5/23/2023 7:54 PM
22	If paying by check, I would like a billing statement at least 30 days prior to the due date	5/23/2023 6:43 PM

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23	The fee for online payment for CSM is steep (in my opinion).	5/23/2023 6:20 PM
24	I like paying by echeck	5/23/2023 5:42 PM
25	While a strong Zelle supporter, I'm a little surprised to see Venmo as the other choice. Any option for direct ACH bank payments?	5/23/2023 5:16 PM
26	The current vendor is not very responsive or organized it seems from our experience .	5/23/2023 5:14 PM
27	We pay electronically through our bank and the bank generates a check	5/23/2023 5:13 PM
28	Thank you for asking these questions. I would much prefer to pay electronically	5/23/2023 5:09 PM
29	I would love a payment option using my checking account that does not incur a fee. I would like it through the portal and not through an outside source like Venmo. I understand a fee should be charged when paying by credit card. I would also like an option to pay in person by check in the Bromley Village office. That is how I pay my water bill.	5/23/2023 5:05 PM
30	The current web system never works for me. I always end up sending a check which may or may not get there in today's day and age.	5/23/2023 4:54 PM
31	The payment solutions that have been provided up to this point have been extremely poor. I would like an automatic payment plan that simply deducts it from my account for no fee, just like my credit card. I would pay once a year if I got a discount.	5/23/2023 4:37 PM
32	I would be happy to have a monthly dues billing as long as it was able to be automated. i.e. my credit card was charged atomically each month. However, I would be against monthly billing if it required me to proactively write a check or go to a payment portal each month.	5/23/2023 4:28 PM
33	I like paper and prefer to pay by check. Dale R Mt BBook C4	5/23/2023 4:20 PM
34	I always prefer to pay bcheck	5/23/2023 4:20 PM
35	The current portal is extremely difficult to figure out and navigate, especially since the individual HOAs are set up separately and siloed. Anything to make it easier to pay, and know which HOA you are paying, view a statement etc. would be better than the current set up.	5/23/2023 3:59 PM
36	Please simplify the process - I would much rather use my bank's Bill Pay option.	5/23/2023 3:52 PM
37	Love the idea of setting up a monthly automatic payment	5/23/2023 3:52 PM
38	HAS NOT BEEN THE EASIEST EXPERIENCE. CLOVERS ASSOCIATION DUES SYSTEM SEEMS TO WORK WELL	5/23/2023 3:49 PM
39	Current billing company is not very cooperative. I did not get the first invoice back in 2020 (?) and i was charged a late fee. I refused to pay it since i did not receive the invoice... spoke to them 3 times... still nothing... and now i am being charged interest on my late fee. Simple words...they suck.	5/23/2023 3:46 PM
40	Ease of use is also key. Current website is clunky at best.	5/23/2023 3:43 PM
41	We prefer to pay 1 or 2 times per year and in full, as the ongoing bills we prefer not to have to do with Bromley, as we can afford to pay, would lie to just pay 1 time or 2 at most and be done with that.	5/23/2023 3:42 PM
42	Please, please, please implement electronic payment option for EVERYTHING. In fact since electronic payment with automated payments will significantly reduce late or none payment I would give a small discount to the dues if paid once a year and electronically or make none electronic payments more expensive to cover the additional administrative costs with payment by check.	5/23/2023 3:41 PM
43	I would love if Ridges and BVA used the same system and if I had the same account number. Sending money to the wrong place sometimes!	5/23/2023 3:39 PM
44	Make them quarterly !	5/23/2023 3:34 PM
45	Ideally, I would like to receive an email invoice with a link to the bill pay. My tree service and gutter cleaning services do this. It's one click and I can pay my bill.	5/23/2023 3:31 PM
46	I don't mind paying by check. I think a problem arose because the vendor sent the bill and then the bill was due in less than 30 days--or even less than 15? I like to have 30 days to pay after	5/23/2023 3:31 PM

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the bill is sent, so that I can do my bills once a month. I would choose to pay by credit card if there were no fee.

47	The bill service used charged a crazy fee and didn't make it easy to pay by check. I reached out to them because the address they included was spelled incorrectly and they took over 2 months to respond-i had already paid at that point. Maybe use another vendor? I don't mind using electronic payment, but there shouldn't be a fee or it should be reasonable at least.	5/23/2023 3:29 PM
48	I hate writing checks to Bromley and constantly forget. Please switch to electronic, you will get paid much faster	5/23/2023 3:28 PM