

# Heatherstone Village Homeowners Association

P.O. Box 1321, Painesville, OH, 44077 [www.heatherstonevillage.com](http://www.heatherstonevillage.com)

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DATE: 10 May 2025

RE: Surcharge for paper invoices will begin in 2026

The HOA has spent considerable time and effort migrating our accounting and billing functions to an automated system. This is to reduce costs and keep everyone's dues as low as possible. We have set up a secure web portal for the payment of dues, with a click-to-pay link included with every invoice that is delivered by email. That secure, encrypted service is free to use for all of our members, with no surcharge added to your credit card payment. This month, the invoices for 2025 dues are being sent out. Roughly 25% of our owners have already switched over to the new system, and received their dues invoices this year by email. That is a huge improvement for us!

Now, we are preparing to mail out the paper invoices to everyone who has not yet switched to electronic (email) billing. We have over 200 invoices to print, fold, stuff and seal in envelopes, stamp, and deliver to the post office for mailing. Considering the costs for paper, envelopes, printer toner, and stamps, this will represent an added cost of \$200-300 to the HOA, which must ultimately come out of everyone's dues. And, that does not even take into account the additional workload on the HOA trustees, to print and prepare the mailing to go out. The trustees volunteer their time to improve the community life of all owners in Heatherstone, a fact that is often overlooked. It seems that many of us are content to leave the work to those few that step up and offer to help. Fortunately, we have folks that do volunteer to do the work required, but everyone should at least do the minimum that is requested of us. In this case, we are asking every owner to fill out an Update My Information form, which is included in this mailing, and can also be found on our website, at [www.heatherstonevillage.com](http://www.heatherstonevillage.com). On that form, you can indicate your agreement to receive all invoices by email, to an email address that you provide. That will save us money, and reduce the workload on the trustees. We expect to spend 6 hours of our volunteered time to complete the mailing of the invoices in 2025. Some of us look at that and say "Well, six hours isn't so bad." But, they are not YOUR six hours, taken away from spending time with YOUR families, friends, and favorite activities. And, if you can help to eliminate that burden, so that NOBODY has to lose those hours in the future, then it really shouldn't be a big ask, to get you to switch over to email billing. Please fill out the form and send it in, to do your part.

And, to clear up any confusion, **receiving your invoice by email DOES NOT mean that you must pay online!** If you are more comfortable writing a check and mailing it to the P.O. Box, then you can always do that. We just want to eliminate the paper/envelope/stamp/labor part of the mix during the billing phase. Please help us to do that. Beginning next year, with the 2026 dues invoices, each account that still receives a paper invoice by US Mail will see an added \$5 surcharge on their invoice, to offset the additional costs of preparing and mailing invoices. Thank you.