

Account/Statement FAQ

Enclosed you will find the statement for July. Below are some items to help explain payment methods and reading the statement:

- Why do I have a minus sign in front of my balance due?
 - This is because you have a credit on your account. This can occur for those paying dues or other charges ahead of schedule. If you have paid dues ahead but want to pay off any pumping or other charges, you would add up the line item invoices other than dues and pay that amount.
- Are dues billed monthly? What if I want to pay the whole year?
 - Yes, dues will be billed at the monthly rate. You can always pay off the dues in the annual amount or early, but this will leave a credit on your account.
- Why does the statement say to mail payments to Phoenix, AZ? Can I still mail my check to Vantage or pay at the clubhouse?
 - The lockbox that helps process payments for the Association is in Arizona. You can still mail your payment to Vantage's office or drop payments off at the clubhouse. Including the remittance coupon when mailing it to Vantage or dropping it off at the clubhouse will help post the payment to the correct account.
- Why is there a credit for my Marina Slip Lease and then another invoice on my statement?
 - There was a processing error in that Marina slips were accidentally billed in May and June early. To correct the income into the correct fiscal year, those invoices had to be reversed in June and then invoiced again in July.
- Why am I being billed a water connection fee?
 - At the annual meeting, the Bylaw Amendment for establishing the Water Fund and establishing a water connection fee was approved by the membership. This fee is billed to every lot that is connected to the system. Even without a meter, if the lot is connected it will be billed this monthly fee.
- I don't think my accounts were billed correctly. How can I get that fixed?
 - You can email accounting@carlyonbeachhoa.com or accounting@vantagecommunities.net for assistance. We understand there may be some cleanup that needs to occur so please let us know if we need to make corrections!