

# Scalable Finance & Operational Support for HOA Communities

## COMMUNITY OPERATIONS COMPLEXITY

# HOA finance and community operations become difficult to scale

*Growing HOA portfolios create increasing operational pressure across owner billing, collections, reconciliations, board reporting, and vendor coordination.*

0 1

## Fragmented Owner Billing

Managing assessments, owner accounts, lockbox activity, and payment processing across multiple associations

0 2

## Delinquency Management

Tracking overdue balances, payment plans, collections workflows, and escalations across large owner bases

0 3

## Board Reporting Pressure

Delivering timely board packages, financial statements, reserve reporting, and operational visibility

0 4

## Reserve Tracking Complexity

Maintaining reserve balances, allocations, transfers, and community-level financial oversight

0 5

## Vendor Coordination & AP Workflows

Managing invoices, approvals, utilities, and vendor payments across multiple communities

0 6

## Reconciliation Complexity

Handling high-volume bank reconciliations, balance validations, and multi-account financial controls

*Scalable HOA operations require structured accounting, reporting, reconciliations, and financial controls to support growing communities.*

## WHY QUALITY MATTERS

# Consistency and reliability matter most in HOA operations

*Small accounting errors can create significant operational and board-level consequences.*

## Board-Facing Reporting

Financial inaccuracies directly impact board confidence and decision-making.

## Delinquency & Collections Sensitivity

Errors can affect owner relationships, collections performance, and community operations.

## High Transaction Volumes

Thousands of owner transactions, payments, invoices, and reconciliations require disciplined controls.

## Month-End Pressure

Tight reporting deadlines create significant workload and review requirements.

## Reserve Accounting Complexity

Reserve balances, transfers, and funding schedules require specialized oversight.

## Operational Continuity

Staff turnover and inconsistent processes can disrupt reporting stability and service levels.

*HOA accounting requires structured workflows, review discipline, and operational consistency—not simply additional staffing.*

HOW WE MAINTAIN QUALITY

# The OHI Quality Framework

*Purpose-built controls designed for HOA finance and community operations*



## SPECIALIZED HOA OPERATIONS SUPPORT

# Scalable HOA accounting and community operations expertise

Supporting HOA management companies, condo associations, and community platforms through structured accounting, reporting, reconciliations, and operational support.



## HOA Operations Specialization

Deep experience supporting HOA communities, condo associations, and large-scale community management operations



## Delivery Continuity & Team Stability

Dedicated HOA-focused teams delivering process continuity, community knowledge retention, reduced retraining requirements, and lower management burden.



## Scalable HOA Operations

Flexible accounting and operational support aligned with growing association portfolios and reporting complexity



## Board-Ready Reporting & Controls

Structured reconciliations, reserve tracking, financial reporting, and operational oversight designed for board visibility



## HOA Platform & Workflow Expertise

Operational expertise across Vantaca, VMS, Yardi, AppFolio, Buildium, QuickBooks, and HOA accounting workflows

Allowing internal accounting leadership to focus on boards, communities, and strategic oversight while OHI manages execution-intensive workflows.

## O P E R A T I O N A L I M P A C T

# Improving financial visibility and operational control across HOA communities

*Structured accounting and operational support designed to improve reporting accuracy, workflow efficiency, and board confidence.*

## Reduced Board Reporting Pressure

Improved reporting timelines, board package preparation, and financial visibility across associations

## Improved Collections Visibility

Better tracking of owner receivables, delinquency workflows, escalations, and payment activity

## Reduced Reconciliation Backlogs

Reduced reconciliation backlogs with structured bank, reserve, and balance validation workflows

## Streamlined AP & Vendor Operations

Improved invoice processing, approvals, vendor coordination, and payment workflows

## Scalable Community Operations

Flexible accounting and operational support aligned with portfolio growth and community expansion

## Greater Board Confidence & Financial Visibility

Improved reserve fund visibility, replacement reserve tracking, reporting consistency, governance visibility, and operational control.

*Supporting HOA management platforms through scalable accounting, reporting, reconciliations, and operational workflows.*

## HOW WE SUPPORT HOA OPERATIONS

# An integrated HOA accounting and community operations model

*Connecting owner billing, accounting, reconciliations, board reporting, and operational workflows through a scalable delivery framework.*



*One integrated operating model supporting HOA accounting, reporting, reconciliations, collections, and community operations.*

## WHO WE ARE

# A real estate specialist supporting scalable HOA accounting and community operations

*Supporting HOA management companies, condo associations, and community platforms through integrated accounting, reporting, reconciliations, and operational support.*

## 20+ Years of Experience

Serving real estate clients since 2006 across accounting, finance, reporting, and operational support

## Global Delivery Presence

Operations across US and India aligned to U.S. real estate workflows

## 600+ Professionals

Specialized teams across accounting, reporting, reconciliations, AP workflows, and community operations

## Enterprise-Grade Governance

ISO 27001 Certified and SOC 2 Type II Compliant delivery environment

## HOA-Focused Delivery Operations

Dedicated operational teams aligned with HOA accounting, reconciliations, board reporting, and collections workflows

## Trusted Community Operations Partner

Supporting 35+ HOA management companies, 5,000+ associations, and 600K+ HOA doors across the U.S.

*Purpose-built to support scalable HOA accounting, board reporting, reconciliations, and community operations.*

## HOA ACCOUNTING &amp; OPERATIONS SERVICES

# End-to-end HOA accounting and operational support

*Integrated support across owner accounting, board reporting, reconciliations, AP workflows, reserve accounting, and community operations.*

01

**Owner Billing & Collections**

Assessment billing, lockbox processing, owner receivables, delinquency tracking, and collections workflows

02

**Accounts Payable & Vendor Coordination**

Invoice processing, approvals, utilities, vendor payments, and vendor management workflows

03

**Bank Reconciliations & Replacement Reserve Accounting**

Reserve fund accounting, reconciliations, funding analysis, and financial validation.

04

**Board Reporting & Financial Statements**

Monthly board packages, financial statements, budget reporting, and reserve visibility

05

**Administrative & Community Support**

Violation notices, owner correspondence, documentation workflows, and operational coordination

06

**Financial Controls & Workflow Oversight**

QC reviews, reporting oversight, workflow monitoring, and escalation management

07

**Budgeting & Forecast Support**

Annual budgets, variance tracking, reserve planning, and financial forecasting support

08

**Transition & Community Onboarding**

Accounting transitions, workflow migration, documentation setup, and onboarding coordination

*Supporting HOA management companies through scalable accounting, reconciliations, board reporting, and community operations.*

## HOA - SPECIFIC FINANCIAL OVERSIGHT

# Managing reserve funds with accuracy, visibility, and long-term planning

*Supporting HOA management companies through structured reserve accounting, reserve study alignment, funding oversight, and board reporting.*

## Reserve Fund Accounting



- Reserve assessment tracking
- Reserve contribution accounting
- Reserve fund allocations
- Inter-fund transfers
- Fund balance validation

## Reserve Planning & Reporting



- Component-level reserve schedules
- Reserve study tracking
- Funding requirement analysis
- Replacement reserve forecasting
- Reserve budget preparation

## Reserve Reconciliations



- Reserve bank reconciliations
- Investment account reconciliations
- Reserve cash tracking
- Interest income accounting
- Balance verification controls

## Capital Projects & Audit Support



- Capital replacement accounting
- Major repair expenditure tracking
- Reserve draw documentation
- Annual audit support
- Board reporting packages

*Supporting boards and management teams with accurate reserve accounting, funding visibility, and long-term capital planning.*

## SYSTEMS &amp; TECHNOLOGY

## Operational expertise across leading HOA, community management and real estate platforms

*Platform-native execution aligned with HOA accounting, owner billing, board reporting, reconciliations, AP workflows, and community operations.*



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## WORKFLOW EFFICIENCY &amp; PROCESS IMPROVEMENT

# Automating HOA accounting and operational workflows

*Combining HOA operational expertise, standardized workflows, and process automation to improve reporting consistency, reconciliation efficiency, and financial controls.*

## Bank Reconciliation Efficiency

Standardized reconciliation workflows, exception management, and validation controls.

### KEY IMPACT

- Faster reconciliation completion
- Reduced backlog accumulation
- Improved financial accuracy

## Reporting & Month-End Close

Structured workpaper preparation, reporting workflows, and financial package support.

### KEY IMPACT

- Reduced reporting turnaround time
- Consistent month-end processes
- Improved board reporting readiness

## Document & Utility Processing

Document retrieval, utility processing, report extraction, and workflow standardization.

### KEY IMPACT

- Reduced manual effort
- Improved process consistency
- Better operational visibility

## Invoice Review & Coding Support

Structured invoice review, coding support, exception identification, and approval workflow management.

### KEY IMPACT

- Improved coding consistency
- Reduced review effort
- Stronger financial controls

*Combining HOA operational expertise, standardized workflows, and structured controls to improve reporting consistency, reconciliation accuracy, and operational efficiency.*

## CLIENT IMPACT

# Supporting scalable HOA accounting and community operations across large portfolios

*Selected engagements demonstrating operational scale, reconciliation expertise, reporting improvements, workflow transitions, and HOA finance transformation.*

01

## HOA Finance Operations Scaling

Scaled HOA finance operations from 2 to 24 FTEs while supporting 500+ monthly financial packages with stronger QC controls.

[View →](#)

02

## HOA Bank Reconciliation Transformation

Improved reconciliation accuracy and efficiency across 600+ bank accounts through standardized workflows and validation controls.

[View →](#)

03

## HOA Financial Reporting Stabilization

Stabilized month-end close processes and improved reporting consistency through HOA-specific checklists, SOPs and review controls.

[View →](#)

04

## HOA AP Operations Optimization

Streamlined high-volume AP processing and vendor coordination through standardized QC workflows and structured operational tracking.

[View →](#)

05

## HOA Accounting Platform Transition

Executed structured HOA accounting software transition from VMS to Vantaca with operational continuity and workflow stabilization.

[View →](#)

06

## HOA Financial Reporting Enhancement

Improved financial reporting accuracy, standardized schedules, and operational visibility for HOA board reporting workflows.

[View →](#)

## HOW WE DELIVER

# Flexible engagement structures for HOA accounting & operations

OHI operates as an execution layer supporting Controllers, Accounting Managers, and board-facing leadership teams.

## Dedicated Team Model

Aligned to your HOA portfolio

## Managed Delivery Model

Outcome-driven execution

## On-Demand & Project Support

Flexible, need-based support

### Monthly Cost Comparison

US in-house vs OHI delivery

■ US Cost ■ OHI Cost



HOA-trained teams, structured review controls, workflow oversight, and scalable execution—without increasing internal management burden.

TRUST & GOVERNANCE

# Secure, compliant, and controlled delivery

*Enterprise-grade security and governance designed to protect financial and operational data*

## ISO 27001 Certified

Information security management aligned with global standards

## SOC 2 Type II Compliant

Operational controls supporting secure and reliable delivery

## Role-Based Access & Governance

Controlled access, NDAs, and structured delivery oversight

## Secure Infrastructure & Monitoring

Encryption, MFA, secure file sharing, and monitored environments

*Enterprise-grade security and operational controls for HOA accounting & operations*

WHO WE WORK WITH

# Trusted by leading residential owners, operators & HOA management companies

**150+**

CLIENTS SERVED

Trusted by leading real estate, residential, and HOA management organizations

**35+**

HOA MANAGEMENT COMPANIES

Supporting established HOA management operators across the U.S.

**600K+**

HOA DOORS SUPPORTED

Dedicated support across HOA and community association portfolios

**5000+**

ASSOCIATIONS SUPPORTED

Extensive experience supporting large-scale association operations

**5 / 10**

TOP HOA MANAGEMENT FIRMS

Clients ranked among top HOA Management firms

## Selected clients and partners



## HOW WE CREATE VALUE

## The execution layer behind scalable HOA finance operations

“OHI serves as the execution layer behind HOA finance operations, allowing internal accounting leadership to focus on boards, communities, and strategic oversight rather than being consumed by routine accounting activities.”



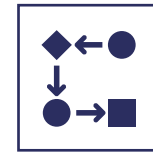
### Operational Consistency

Structured workflows, SOPs, and review controls designed for reliable execution.



### Reduced Management Burden

Less time spent on oversight, rework, escalations, and routine accounting supervision.



### Delivery Continuity

Dedicated HOA-focused teams ensuring process stability and community knowledge retention.



### Scalable Execution

Flexible support aligned with portfolio growth, reporting requirements, and operational complexity.

*Your leadership team focuses on strategy, governance, and community outcomes. OHI manages the execution-intensive workflows that keep HOA finance operations running efficiently.*

## LET'S CONNECT

# Let's strengthen your HOA finance and operations

Scalable delivery aligned with your HOA portfolio structure, accounting workflows, board reporting requirements, and community operations.

## Explore Your Current Setup

Understand your association portfolio, systems, accounting workflows, and operational challenges

## Define a Tailored Engagement Model

Align the right delivery model, team structure, scope, and service levels

## Initiate a Pilot or Transition

Start with a focused HOA accounting support engagement and scale based on outcomes

## REACH OUT

## Let's discuss your HOA portfolio needs.

**EMAIL** [sales@outsourcinghubindia.com](mailto:sales@outsourcinghubindia.com)

**WEB** [OH.com](http://OH.com)

Dallas | New Delhi | Indore