

KPPOA Annual Assessment 2025 Frequently Asked Questions (FAQ's)

Yearly Invoices are sent in January. The payment is due by 3/1 and will incur a \$50.00 late fee if received after 3/15.

I already sent a check to KPPOA before receiving the invoice. What should I do now?

When received, your check will be credited to your KPPOA resident account and deposited in our bank account. In the meantime, you do not need to take any further action.

We got two emails “New Invoice from Kona Paradise POA”. Does that mean we were invoiced twice?

If a property is jointly owned and both owners provided a unique email address, Buildium automatically sends notifications to both owners. However, there is only one invoice in the system; both emails point to the same invoice. Owners with multiple lots will receive a separate notifications for each lot. Buildium at this time does not consolidate invoices for owners with multiple properties.

Why did I get an invoice after receiving the Annual Letter, Proxy and information about paying the Annual Assessment by check?

The invoice is an essential component of our Buildium bookkeeping and financial system. The invoice allows us to allocate your payment to the correct accounting/budget category. Our ability to invoice and receive e-payments (via bank withdrawal (no fee) or credit card (2.95% fee)), which many property owners requested, is only available via the Resident Center and the invoicing process. Whether you pay by check, bank withdrawal or credit card, we need the invoice in order to process your payment correctly.

I prefer to pay by check. To whom do I make the check payable?

You can make your check payable in any of the following ways:

- Kona Paradise Property Owners Association
- Kona Paradise POA
- KPPOA
- Kona Paradise

I paid by Electronic Funds Transfer (EFT) from my bank account and received a message that the payment was rejected. What should I do?

Return Code (R03) - Unable to locate account or name does not match: What it means

The EFT wasn't processed because either the name on the account is wrong or the specified bank account is closed.

How to fix it. Confirm that the bank account is still open and try again.

In most cases, this return code indicates that there was a typo in the bank account number. Banks do not often cross-check the name on the EFT with the account holder's name, instead relying solely on the account and routing number. **Carefully retype the bank account number when resubmitting the EFT.**

How will I know you have credited my account?

You can view the status of your account via the Resident Center by signing in from our web page at www.konaparadise.org

Will I receive a receipt?

If you made an e-payment (Electronic Funds Transfer or Credit Card), you will receive a receipt by email automatically. If you paid by check, you will receive a receipt by email when your payment has been received and manually processed.

If I have further questions, what should I do?

From our web page , please see the "Contact Us" drop down menu.