

WOODS OF LAKE TRAVIS PayHOA FAQ

10 Aug 25

Are we going to hire another property management company?

No! We will be a self-managed HOA. The board will actively administer the organization using a tool called [PayHOA.com](https://payhoa.com) for financials, the homeowner/property directory, vendors, communications, tracking, and more. This is NOT a management company.

INVOICES

Will I get my invoice soon?

Yes! WOLT invoices are scheduled to go out on Thu, 4 Sep. The WOLT invoices will be delivered by US Mail (which will take 8-10 days to arrive in your mailbox), through your [PayHOA.com](https://payhoa.com), and via email from [PayHOA.com](https://payhoa.com). The email "From" name will read "Woods of Lake Travis Homeowners Association" <mailer@payhoa.com>.

Will I get an invoice if I already prepaid under RowCal?

Yes! Your payments are already reflected in the financials being transferred from RowCal. Your PayHOA account will be credited and you will receive a zero dollar balance invoice for your records. You will not be charged twice.

If I have a different mailing address outside Woods of Lake Travis, will I get my invoice?

Yes! Your correct mailing address will be selected for the corresponding mailings when the invoices are sent out. Please be sure to login to the [PayHOA.com](https://payhoa.com) portal and validate your billing address. If it is not correct, please contact a WOLT Board member. (See more about the PayHOA portal below.)

If I own a dry or wet slip, will that also be included on the invoice?

Yes! Your slip(s) will be included on your invoice where you can view and pay for everything at one time.

PAYHOA PAYMENTS

Can I pay online through the PayHOA portal?

Yes! If you wish to pay online, you can do this directly through your PayHOA portal.

Is there an echeck or credit card fee to pay my invoice online?

Yes! Fees are \$1.95 for echeck (ACH) or 3.25% + \$.50 for card payments. (Note: The credit card fees can add up. Please assess this cost before using this option.)

Can I still pay by check?

Yes! If you want to pay by check, just make the check payable to WOLT HOA and mail it to:

WOLT HOA
16812 Forest Cove
Austin TX 78734

Does it take very long to process online payments?

No! Card payments take 2-3 business days and ACH payments take 5-7 business days.

If I own more than one lot in WOLT, can I pay for all of them at the same time?

Yes! If you have multiple lots, you will have one login where you can view and pay for all the lots from the same checkout page.

PAYHOA INFORMATION & PORTAL

Will I be able to login to PayHOA soon?

Yes! On Thu, 14 Aug, you will receive an invitation email from PayHOA to create an account, log in, and check/confirm your contact info. The email "From" name will read "Woods of Lake Travis Homeowners Association." (You might need to check your spam/junk folder.)

Do I need a PayHOA account?

No! However, in PayHOA, you can see your account history starting with 2025, including financial history (charges and payments), communication history, violations, documents, calendar, message boards, contact information, payment methods, potential requests, and more. You DO NOT need an account on PayHOA.com in order to receive emails or pay your invoice, but it is encouraged.

Will I get help setting up or logging in to my PayHOA account?

Yes! The Board has scheduled an informational meeting in the WOLT Park for **Sat, 16 Aug, at 10 a.m.**, to answer questions about PayHOA as well as about the in-progress separation from RowCal.

Yes! There will also be a help session, 1 hour before the informational meeting begins **at 9 a.m., on Sat, 16 Aug**. Then, days and times TBD will be scheduled based on need — to make sure every resident has an opportunity to learn their way around this new online tool. Marla Retano will be coordinating. You can email or text her with questions during that week and anytime afterward.

Yes! PayHOA also has a list of frequently asked questions by homeowners [here](#) and a help icon on the bottom-left on the screen inside the PayHOA portal.

Can I see what the old homeowner did in my portal?

No! You can not see the history from the old homeowner.

Can I communicate with the board through the portal?

Yes! There are various methods for homeowners to communicate with the board such as message boards, requests, emails, etc.

PAYHOA INTEGRATION & SECURITY

Does PayHOA sell my data to any third party companies?

No! Data stored on PayHOA is safe and secure. They do not sell anything to third parties under any circumstance.

Are there other softwares that PayHOA integrates with?

Yes! PayHOA uses Stripe, Plaid, and Payabli for banking and integrates with Twilio for mass communications, Lob for mass mailings, and Google for syncing the calendar.

Can anyone at PAYHOA access my bank account information?

No! No one at PayHOA or WOLT on your PayHOA account can access your bank information. PayHOA uses integrations with Plaid and Stripe to store the payment and bank information. Payment processing is all done through a tokenization process which does not require direct sharing/display of any CC or bank data.

Is the PayHOA site secure?

Yes! PayHOA employs military-grade security with its 256 bit encryption. They are level one Payment Card Industry (PCI) compliant and adhere to the PCI Data Security Standard.

OTHER PAYHOA FEATURES

Are WOLT vendors being paid online through PayHOA?

No! Vendor payments are set up through our bank and synced to PayHOA for tracking purposes.

Is there an HOA Directory in the PayHOA portal?

Yes! Once you log into PayHOA, you can opt in to have your name published in the Directory by selecting "People," your name, and "My Account." You can also opt out of the Directory at any time. Opting into the Directory is highly encouraged.

Can the WOLT Board send out mass communication to the homeowners from PayHOA?

Yes! The WOLT Board can send out mass communication via Website Builder, Message Board, Past Due Emails, Activation Emails, Communication Log, and Surveys.

Does PayHOA offer other types of mass communication?

Yes! PayHOA has mass emails, phone calls and text messages. It also has other mass communication tools like message boards and shared calendars.

Is there a limit to how much communication, like sending emails, calls and texts, WOLT can use or send?

No! There is no limit! PayHOA does not have a limit on how much we can communicate within the association.