

FAQ's

How do I make a payment?

Register onto Pitera up until midnight on 6/23. After this date, we will not be accepting payments until July 1, 2022, through the new CINC system.

I have an Auto Pay through Paylease/Zego?

Your auto pay will NOT be drafted after 6/23/22. The Paylease system will not draft any , so they will NOT needed to cancel this payment.

When will I receive a new statement?

The July statements were just mailed on 6/22 and 6/23 from the New CINC Software. These statements will NOT show a beginning balance, it will only be for this billing cycle.

What if I mailed my payment to the Boston PO Box?

The lockbox in Boston will receive payments until 6/24/22 and after this date all payments will be sent to our office to process.

What if I changed my payment to go to the New Commerce, GA PO BOX before July 1?

The New Lockbox in Commerce, GA will be receiving the payments and then processing all payments received on July 1.

Do I need my account number to register?

No need for an account number. Please specify the property address you are registering for. You need to put your full name and full address to register. Please allow up to 3 business days for approval of your registration.

Do owners have to re-register for CINC or should their emails and passwords carry over from old site?

-No, they need to re-register to the NEW system. It is a totally different platform.

Why did I not get my statement by email (E-Statement)?

If an owner had E-statements with our old system, they will NOT receive one for this cycle. We will no longer be using SouthData for statements, so the E-statements will be no longer sent. Owners that want Paperless statements, must opt in for that in the New CINC system.

Will there be a late fee if I cannot make my payment on website on time?

No late fees will be assessed in the month of July during this transition.

Is there a fee for an online payment on the new payment portal?

-Yes, a third party echeck processing fee of \$1.99 will be applied at the time of payment. Credit card fees are based on your payment amount.

Where do I register?

When the owners go to www.hawthornemgmt.com, there is a pop up ANNOUNCEMENT, where they will click on Homeowner Login to register onto the new site. Our website has the link for Pitera within the menu item - Homeowner Login, until 6/23/22. After this time, the new CINC registration link will be added to the menu bar.

Why can I not make payments until July 1?

We need to shut down our accounting processes to move all beginning balances and funds to the accounts and banks. No late fees will be assessed.

Do I need to setup a new recurring payment (Auto Pay) in the CINC?

Yes, if the owner would like auto pay, they will need to re setup this process. The old auto pays do not convert over to the new software. This will be available on July 1 after they have access to the New CINC system.

I have an auto payment through my bank, will that be processed?

Yes, if owners have their banks sending their payments, they will only need to change to the new PO Box below:

c/o Hawthorne Management Company, PO Box 1058, Commerce, GA 30521
If they send to the old address, they will be forwarded, but they would want to change that as soon as possible so not to delay their upcoming payments.

I have a "Direct Debit" (ACH) with Hawthorne, would that be changing?

No, our in-house "ACH" has been converted to the new CINC software. These payments will be drafted from the owner's bank accounts on the 10th day of the month.

What if I have two or more properties, how do I set them up?

- Log in. Please click the "Switch Account" button at the top of the page. Please click "Register an Additional Property"

-To switch to your other account, please click "switch account" button at the top of the page beside the "log out" button.

Why is my Access denied or email not working in the new Registration?

The owner must have a different email address than what was converted over into CINC for approval.

Within Pilera, they may have forgotten their password and it will need to be reset.

I am a board member, where do I register to see Board Information?

Board members are owners, so they will have register into CINC. Once they are in CINC WebAxis, they will see all board information since the Managers have labeled them as a Board member. If the Board member is not labeled, they will see the Menu drop down for this information.

*Regular homeowners do not see any financials or board information.

Will we have Pilera to view documents?

No, Pilera will shut down all access to owners at midnight 6/23/22, the new CINC system will be updated with the community documents. Owners can view these documents July 1.

- Pilera will be available for E-Blasts until 6/30.

Why are we telling owners to register at our new online portal at <https://HHA.cincwebaxis.com> rather than through www.hawthornemgmt.com ?

The owners can go to either site to register. If they go to Hawthorne's site **now** and they do not receive an ANNOUNCEMENT pop up with the new link, they would be registering to Pitera, which will be shut down at midnight 6/23/22. The website provider will be adding the new cinc webaxis link to the Menu bar on our website, 6/24/22.