PPM

PROFESSIONAL PROPERTIES MANAGEMENT, INC. OF RALEIGH

Online Payment FAQs

Q: How can I access my community website?
A: Go to PPM's home page (ppmral.com) and type in the first three letters of your community in the "Community Website Access" search bar.

Q: Where can I find my account number?
A: Your HOA account number is located on your coupon book or statement.

Q: How can I retrieve my HOA transaction history?
A: Go to 'My Account", Select "Payments". Below the balance there is an option to select a date range. Input the desired date range and click on the "Print Formatted" button.

Q: How do I enroll in PPM's Automatic Draft program?
A: Go to "Community Pages" and click on "Payment Information". There you will find a link to the automatic draft form.

Q: How can I sign up to receive statements via email?
A: Go to "Community Pages" and click on "Payment Information". Click "Here" beside "Sign up for paperless billing".

Q: How can I find my community's current assessment amount and next payment due date?
A: Click on "Community Pages" and select "New Owner Information".

Q: How can I find contact information for my community?
A: Go to "Community Pages" and click on "Contact". PPM personnel and their contact information for your community will be located there.

Q: How can I locate all of my communities/properties? (NOTE: If you have a Master and a Sub HOA, you are a member of two associations; if you have more than one property managed by PPM, you may be a member of more than one HOA)

A: Click on “My Communities” to find a list of all communities associated with your property(s). You may switch between communities/properties on the “Payments Page”. If you do not see a community or a property that you should have access to, please create a Nabr support ticket.

Q: How do I create a Nabr support ticket?
A: Create a Nabr support ticket by going to “My Account” and clicking on “Support.

Q: How can I make a payment online?
A: Click on “My Account” and select “Payments”. Click on the “Credit Card and eCheck” button. To make a one-time payment, select the “One Time Payment” option. To set up recurring payemtsn, please select the “Recurring Payments” option. **Recurring payments are 100% homeowner controlled, so if the amount of the assessment changes, the homeowner is responsible for updating the recurring payment on their account.

Q: How can I update or delete a recurring electronic payment?
A: Click on “My Account” and select “Payments”. Click on the “Credit Cards and eCheck” button as if you were going to make a payment. This will direct you to the “Pay Assessments” screen. To UPDATE your recurring payment, click on the dollar amount and change it to the desired amount. To DELETE, click “Delete”.