AFINCADOS · HELP CENTER · FEES AND FINANCES

Tracking arrears

See who owes fees, log your collection efforts and prepare the claim.

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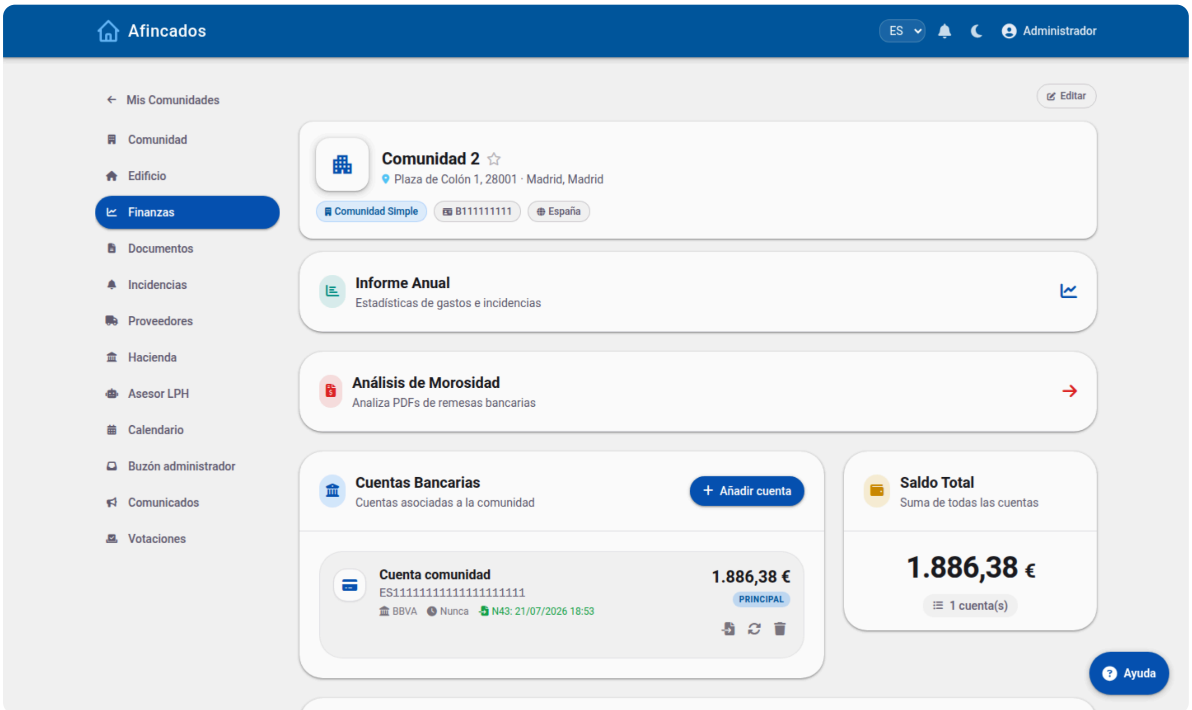
The **arrears** section brings together the owners with outstanding fees and lets you record every collection effort, which is essential if the community ends up claiming the debt through the courts.



The «Arrears analysis» block reads the PDFs of your bank direct debits.

Who can see it

The **property manager** and the **board** members. Residents do not see other owners' debts: each one only sees their own.

Reviewing the debtors

1. Open the community and go to the **Finances** tab.
2. Click **Arrears**.

You get a list with each owner in debt, the **total outstanding amount**, the **number of unpaid receipts** and how **old** the oldest debt is. You can sort by amount to tackle the worst cases first.

Clicking an owner opens the detail: exactly which fees they owe and since when.

Logging a collection effort

Every time you contact a debtor, write it down. This is how you show the community tried to collect before making a claim.

1. Open the debtor's detail.
2. Click **Add note**.
3. Write down what you did: a phone call, a recorded delivery letter, an agreement to pay in instalments, and so on.
4. Save. The note is stamped with the date and your user.

Notes can be **edited** if you made a typo and **deleted** if they were created by mistake, but it is best not to erase the history of genuine collection efforts.

Cross-checking against documents

The **Analyse** option lets you upload a PDF (for example, a list of returned payments from the bank) so the application reads it and automatically matches the unpaid items to the owners, updating the status of their fees without you having to go through them one by one.

When the resident pays

Mark their fees as paid on the **Payments** tab. The owner drops off the debtor list automatically as soon as their debt reaches zero. If they had an instalment agreement, add a note recording that it was fulfilled.
