

OWNER DISBURSEMENT GUIDE

Understand how owner disbursements are calculated and what to review in your AppFolio Owner Portal.



1

Review Your Owner Statement

Login to your AppFolio Owner Portal and open Statements or Reports. Download the latest owner statement to review income collected, property expenses, management fees, owner contributions, reserve balances, and the amount distributed to you.



2

Confirm Your Bank Information

Make sure the bank account connected to your owner profile is current and accurate. If the portal allows bank-detail updates, open Settings from your account menu. Otherwise, contact Stone Gate Property Group before changing any banking information.



3

Receive Your Disbursement

When funds are available, Stone Gate will process your owner disbursement according to the established payment schedule. Electronic payments typically take 3-5 business days to process and appear in your bank account.



4

Match the Payment to Your Statement

Compare the deposit received with the amount shown on your owner statement. The disbursement may be lower than total rent collected because funds may first be used for maintenance and vendor invoices, management fees, property bills, required reserves, and other approved property expenses.



5

Report a Missing or Incorrect Payment

Contact Stone Gate Property Group if your statement shows a disbursement you did not receive, the payment amount does not match your statement, your banking information recently changed, or you have questions about a deduction or expense. Include the property address, statement period, and payment amount so our team can investigate.



Helpful Review Items

- Income collected
- Property expenses
- Management fees
- Reserve balances
- Amount distributed



Need Help?

If a payment appears missing or incorrect, contact Stone Gate Property Group for assistance and include the property address, statement period, and payment amount.

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ACH Immediate Option Available: Owners may request an immediate ACH disbursement for a \$50 fee. For this option, contact accounting@stonegate-property.com.



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