Aging/Collections Process

This process is based on an example of HOA Dues of $75 ($25 per month) that are due on 1 January 2023. It uses some of our current policy and terms.

Payment Due: 1 January 2023. Status: Payment Not Received.

10 January 2023: Action Taken: **Courtesy Notice** mailed/emailed. Notice advises that payment is past due and that a Late Fee will be assessed if payment if not received by 30 January 2023.

31 January 2023: Status: No Payment Received. Action Taken: Late Fee of $25 assessed. Late Fee Notification Sent to homeowner. Advised that Payment by 28 February required to avoid additional $25 late fee.

28 February 2023: Status: Payment not received. $25 late fee assessed. Past Due 2nd Notice Letter/email sent. Advised that Payment Required by 30 March or additional late fee of $25 will be assessed. Also advised that if there are extenuating circumstances that they should contact PSMT or the Board.

1 April 2023: Status: No Payment received. Action Taken: $25 late fee assessed. Final Demand Letter/email sent including notice that if not paid by 30 April an additional $25 late fee will be assessed and account will be sent to collections. Notification includes info that from that point forward an additional late fee of $25 per month is assessed until debt is paid in full. Notice also tells homeowner to contact PSMT or Board if there are extenuating circumstances that we should discuss.

1 May 2023: Status: No Payment received. Action Taken: Letter/email sent to homeowner advising that is going to collections and that $25 per month late fee will be assessed until account is paid in full.

15 May 2023. (This is a two-week grace period for homeowner to take action/make contact, etc.). Status: No payment, no contact from homeowner. Action Taken: Account referred to Collections. Registered Mail to homeowner that account has been sent to collections and that a late fee of $25 per month will be assessed until account is current.

This allows 4 ½ months to pay before collections.

It also gets late fees, letters, etc. going out based on monthly activity, not quarterly.