



Collection Policy Setup

Community Name: Reserve at Millers Creek HOA

Effective: 1/1/2021

All-In-One Community Management recommends the below policy as a best practice for the collections of delinquent homeowner assessments within your community. Following this recommended procedure results in a higher success rate in collections and ultimately a lower delinquency rate while abiding by your communities Governing Documents (Bylaws & Covenants).

Assessment Frequency	Due Date	Late Date
Annually	<u>1/1</u>	<u>1/31</u>

Letter	Sent at # Days Late	Est. Mailing Date
Late Letter	30	2/1
First Warning (optional)	60	3/1
Final Warning	90	4/1
*Turn over to Collections/Attorney	100	4/11

**Please note: Once we have turned over an account to collections, neither AIO nor the Board of Directors may intervene, and the homeowner must deal directly with the collection firm to resolve the debt.*

Current Collections Company/Attorney: Alliance CAS

Accounts with balances consisting of FINES ONLY be turned over to collections? No Yes
 If Yes, Fines Only Turned Over to Collections if greater than \$ _____

Is there a Minimum Amount Required to Turn Over? No Yes (not recommended)
 If Yes, List minimum dollar amount: \$ _____

Homeowner Payment Plan Options: (select one of the following options)

AIO may set up any payment arrangements with a homeowner.

AIO may set up payment arrangements with a homeowner if the arrangement would allow for the homeowner to be current by the next assessment due date.

AIO may not set up payment arrangements with homeowners, all payment plans must be sent to the Board of Directors for approval. (not recommended)

General Payment Plan Question:
 Are homeowners who are on a payment plan able to use the amenities? No Yes

RANDY GRANGER
Authorized Board Member Print

Randall E Granger
Authorized Board Member Signature

3/10/21
Date