
OCEAN HIGH CONDOMINIUM ASSOCIATION

DATE: 01/31/09

POLICY # 18: MAINTENANCE FEE BILLING AND COLLECTION

Maintenance Fee Billing and Collection Policy

Mid Oct – Mid Nov	Once budget is approved, first maintenance fee billing is sent out. Statement will include previous balance or credits, plus new maintenance fee balance due. Delinquency date will be clearly stated in the billing as well as penalties that will be charged.
2/1	Delinquency date. A fifteen-dollar late charge will be applied to the account. Interest will begin to accrue at 18% per annum (1.5% monthly).
2/15	Late notice to be sent out, owner will be informed of all charges to date as well as future late charges and ensuing steps that will be taken in the event the delinquency continues.
4/1	DEFENDER RESORTS, INC. will send “Notice of Intent to Lien Letter” certified mail with an additional \$50.00 assessment accrual. (All Notice of Intent to Lien assessments will inure to the benefit of DEFENDER RESORTS, INC.) DEFENDER RESORTS, INC. collection department will then begin a soft collections process and work with owners to assist them in avoiding further late fees and collection charges.
4/15-5/1	On-site Management will contact owners by telephone that have not paid by the delinquency date and have paid on time in past years.
5/15	DEFENDER RESORTS, INC. Owner Services Department will turn all accounts not currently active over to a collection agency. Owner Services department will then monitor all accounts one-on-one with the collection agency.
Foreclosure	<p>Foreclosure process to begin based on current Resort Foreclosure budget and Board of Directors Approval.</p> <p>Return “unsettled or inactive” accounts from agency and send to attorney (based on Board foreclosure policy). Attorney will incur costs that will be borne by the Association. DEFENDER RESORTS, INC. Collections Department reviews each delinquent account and action will be recommended but may not be limited to the following actions based on the status of each account.</p> <ul style="list-style-type: none">• Filing a Claim of Assessment Lien• Filing of Small Claims Suit• Attempt to secure deed in lieu of debt

- Bankrupts All collection efforts will stop immediately upon receipt of bankruptcy notice. Management will file Proof of Claims when possible and will work with owners and bankruptcy trustees to determine if an owner is keeping their unit or surrendering to the Association.
- Deaths Discontinue collection efforts. Management will send a form letter to ascertain the name of the responsible party, such as attorney or executor of estate, to deal with probate issues, and to attempt to settle with estate or re-deed.
- Deed-Overs See Policy #17 – Owner Request To Relinquish Ownership
- All costs associated with collections and internal collections will be added to the delinquent owner(s) account.

Approved: 1/31/09

Ocean High Board of Directors