**11-1-19**

**Highlands Ranch HOA**

**Summary of Collection Policy & Delinquent Account Fees**

Assessment billings/statements are mailed by Diamond Association Management & Consulting (DAMC) to owners at least 10 days prior to the first day of each quarter. The owner’s account balance is due by the first day of the quarter (January 1, April 1, July 1 and October 1) and becomes delinquent if not paid by then.

The HOA’s Collection Policy (see copy at [www.highlandsranchhoa.com](http://www.highlandsranchhoa.com) under Governing Documents) states that the following Collection Notices will be sent to owners who have delinquent accounts:

1. **First Notice**: Once an account is at least 30 days delinquent, a notice is sent by regular mail, asking that the account be brought current immediately.
2. **Second Notice**: After an account is at least 60 days delinquent, a notice is sent by regular mail and certified mail stating that:

a. The owner can ask for a hearing before the Board, but it must be received by the Board within 30 days after the date of this Second Notice.

b. If a hearing is requested timely, the Board will provide the owner at least 10 days’ notice of the date, time and place for the hearing and the hearing shall be held within 30 days after the Board receives the owner’s request.

c. If a hearing is not requested with 30 days or the account is not paid in full within 30 days after the date of this Second Notice, the account may be sent to the HOA’s attorney for collection.

d. The owner may ask the Board to consider a payment plan under the HOA’s Payment Plan Policy (see website for Payment Plan Policy under Governing Documents).

(Note: This Second Notice is the legal notification per Texas Property Code section 209.007.)

1. **Referral to Attorney for collection**: If the delinquent account is not resolved in the manner set forth in the Second Notice, the account is sent to the attorney for collection. This process can include any number of actions, including placing a lien against the owner’s property and ultimately foreclosure.

DAMC charges fees to the delinquent owner’s account for Collection Letters mailed to the owner as follows:

1. First Notice: DAMC does not charge a fee.
2. Second Notice: DAMC charges a certified mail fee of $15.
3. Referral to Attorney: DAMC does not charge a referral fee. However, the owner will most likely be billed a minimum of $250 by the attorney. Additional fees and costs may also be charged to the owner by the attorney.

As can be seen, these charges can add up over time. In addition, interest at 10% per annum is charged on delinquent balances.

**Therefore, the Board is asking that each owner please pay their account balance timely and avoid these charges.**