



The Grange Homeowners Association

Invoicing, Payment and Collections Policy

I. Purpose

The Invoicing, Payment and Collections policy of the Grange Homeowners Association strives to ensure a clear understanding of a member's financial responsibility with respect to the HOA fees billed each year and any other expenses incurred by the debt recovery process.

II. Invoicing

On or about February 1 of each calendar year, invoices are created on the member accounts and mailed via Canada Post to the last known address of the Homeowner of record.

1. Member obligation

It is the Member's (or their proxy's) responsibility to notify the GHOA in writing of any changes to the member's contact information. Any costs associated with attempts to locate the Member (as current property owner) will be passed on to the Member.

Note: The GHOA cannot consider an email address as a primary means of communication.

2. Payment Due Dates

Payment on the annual fee invoice is due March 15 of the current year. Generally, this corresponds to approximately 30 days from date of mailing. If unforeseen circumstances result in a late mailing, due dates will be adjusted accordingly and the membership will be notified. Notification may take the form of a billboard sign or on the website or both.

a. Due date waiver

A Member or their Proxy may apply to have a due date waived for reason of financial hardship or should the member be deceased. In these circumstances, the Member or their Proxy, must submit the request in writing (email acceptable). The request must include a reasonable payment plan to bring the account in good standing. Only the Board can approve a Due Date Waiver and accept the terms of the requested payment plan.

After acceptance, the member is bound by the agreement unless the Board is notified and a new payment plan has been approved. No single Board member can approve a payment plan or a change thereto. If the Member, or their Proxy should fail to meet the obligations of the approved payment plan, the Members account will be deemed in default and a Late Fee will be levied.

3. Late Fee Assessment and Invoice

On or about April 1 of the current year, any unpaid invoices, in part or in whole, with a minimum value of \$20 or more will be assessed as overdue. A one-time Late Fee of \$35 will be levied against the members account and the member will be notified accordingly. The late fee takes the form of an invoice and is accrued and aged along with all other outstanding invoices.

a. Late fee waiver

Late fees can only be waived after review and approval by the Board. No single Board member has the authority to waive or change the Late Fee. All requests to waive or change the late fee



The Grange Homeowners Association

must be made to the Board in writing by the member prior to assessment or within a reasonable period.

III. Payments

Payments are applied to the Member's account as of the date received by the HOA or postmarked by Canada Post. Payments are applied to the oldest outstanding invoice first. As such, any outstanding amounts older than the current year will be cleared first and may result in outstanding invoices for the current year. Should this occur, the member may be assessed a Late Fee in accordance with the GHOA Late Fee policy found in section **II.2 Late Fee Assessment and Invoice**.

IV. Payment Methods

The GHOA offers a variety of payment options to all its members. Current options are reviewed annually to either affirm, replace or expand, depending on feasibility and availability. Such consideration may include cost to the membership as a whole or to an individual and effort to implement. Payment options are included on invoices to the member and posted on the Grange Homeowners website.

V. Past due Account Assessment

The assessment of all Member accounts occurs by August 31 of the current year. When an account has 2 or more outstanding Annual Fee invoices and the total balance exceeds \$74 it is determined to be in default and past due. Past due accounts are subject to the GHOA collection policy as found in section **VI. Collection and Balance Recovery** unless otherwise agreed to by the Board and the Member.

VI. Collection and Balance Recovery

All past due accounts, as per **Section V**, having made no prior payment arrangements, will be sent to a collection agency for debt recovery. The following takes place:

1. First week of September of the current year, a collection recovery fee of **\$115.95** is levied against the **Member** account.
2. The **Member** is sent the invoice, along with a **Statement of Account**, indicating all outstanding amounts.
3. The **Member** is provided with a list of acceptable payment methods to bring the account current.
4. The **Member** is given **30** days in which to bring the account current, which includes the Collection Recovery Fee and any title search costs which may have been incurred.
5. The **Member** is advised that at any time they can contact either the Board or the Collection Agency to make payment arrangements should they be unable to clear their outstanding amounts and make their account current.
6. The **Member** is advised that after **30** days, if the account has not been made current or if no payment arrangements have been made, then the account will be reported to the Credit Bureau and their credit rating may be affected.



The Grange Homeowners Association

7. The **Member** is further advised that they may also be subject to an additional **25%** assessment of their outstanding balance should the collection agency need to actively pursue the member for payment.
8. The **Member** is also advised that should the account remain past due by current year's end, a caveat will be filed against the property resulting in an additional charge of \$630 or more.

VII. Compliance

Failure on the part of board members or contract staff to follow this policy can result in possible civil and criminal sanctions against the Organization and its board or contract staff and possible disciplinary action against responsible individuals. The Treasurer will periodically review these procedures with legal counsel or the organization's certified public accountant to ensure that they are in compliance with new or revised regulations.

This Policy was adopted by executive action this 17th day of February, 2022.

A true record,

Bernice Stangenberg
Treasurer