

**Corrotoman by the Bay
Collections Procedures
Approved by Board of Directors 17 October 2020**

1. Identify from the delinquent listing (accounts receivable) a prioritization of those accounts to send to collections. This will be done sixty (60) days after the assessment due date. (Includes annual and special assessments).
 - a. Establish a group comprised of the Treasurer, President, and two external community members to identify which accounts to write off from prior fiscal years.
 - b. Each account written off will be documented as to the decision and a copy of the individual decision will be submitted to the professional financial management firm for documentation. In addition, a copy of the decision will be filed with the property owners record locally.
 - c. The number of accounts to be submitted for collection will be determined based upon the amount of funding in the Operations Budget for that fiscal year.

2. Prepare and send the selected account holder(s) a letter advising that their account is moving to collections in the next **fifteen (15)** days. (Attachment 1).
 - a. Upon issuance of this letter and the expiration of the 15 days, there will be no further correspondence regarding the debt with either the financial management firm or Corrotoman By the Bay (CBTB) Board Members.
 - b. Upon expiration of the 15 days the above referenced letter and continued non-payment of the account, the account will be submitted to the HOA Collections Attorney.

3. Accounts not selected for collections which remain delinquent will receive a monthly letter from the professional financial management firm regarding the delinquency. Upon collection/payment of accounts, the prioritized list will be reviewed and the next account in the cue will move into collections.

4. The HOA Attorney will advise of any liens/foreclosures/other actions required and keep the CBTB Treasurer apprised of the collection status on a monthly basis. The HOA Attorney will also advise if the account has no likely hood of ever being collected and the appropriate disposition of the account.
5. Any successful settlements which include reparations will be rolled into additional collection pursuits. The prioritized listing will be consulted and the process will begin for that account.