



## STANDARD OPERATING PROCEDURES

Legal Entity Name: Mini-Farms of Citrus Hills

Property Management Company or Agent of Association: Village Services Co-operative Inc.

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### **Standard:**

This document creates a formal policy establishing a defined set of Board Approved collection procedures for the association. This ensures that a consistent and uniform process is followed for all past due accounts.

### **Purpose:**

1. Improves and maintains the financial health of the Association.
2. Ensures transparency and efficiency between Alliance, the Board, and Property Management Company.
3. Streamlines the collection process from turnover to close out.

### **Procedure:**

1. Charges Applied & Due:
  - a. Maintenance/Assessment Fees are due per Appendix B, Section 1.
  - b. Once a file is placed for collection with Alliance an initial FDCPA validation notice will be sent to the unit owner. We aim to complete this step within 48 hours.
    - i. After 30 days, if payment is not received in full, Alliance will send an intent to lien letter per FL statute.
    - ii. After 45 days from the receipt of the intent to lien letter, if no action has been taken by the unit owner, Alliance will ensure a lien is recorded on the unit.
  - c. Late fees will be assessed to the extent allowed by law per Appendix B, Section 5.
  - d. Interest charges will be added to the extent allowed by law per Appendix B, Section 6.
2. Foreclosure Authorization:
  - a. The association Board of Directors pre-authorizes Alliance to proceed with Foreclosure after lien has been filed.
  - b. Costs and deposits for Foreclosure actions will be communicated with the Board of Directors prior to filing.

### **Turnover Policy:**

1. The association Board of Directors authorizes the Property Management Company or Agent of Association to turn over accounts for collections after 2 notices have been sent to the delinquent homeowner (by either the association or management company). Accounts will then be turned over to Alliance without the need for further Board Approval.
2. The association Board of Directors authorizes its Property Management Company agent to grant Alliance Read Only online access to the association's ledgers.
3. The association or its Property Management Company agent shall provide all available contact information for each unit owner in the association.

4. Alliance will assist the Property Management Company and review the aged accounts receivable report every 30 days to determine files that are eligible for turnover.
5. Any additional fees and charges including late fees and interest will be collected from the delinquent unit owner to the extent allowed by law per Appendix A, Section 6 and 7.

**Payment Plans:**

1. The Association authorizes Alliance to offer, accept and administer payment plans that serve to facilitate the recovery of the Association's claim.
  - a. Payment plans shall not exceed 12 months (if payment plan to exceed 12 months, Alliance will get prior approval from The Association Board of Directors).
2. While unit owner(s) are on a payment plan, no additional interest and late fees will be accrued (in event of default of payment plan, any and all interest and late fees will be reinstated).

**Accepting and Forwarding Payments:**

1. Once an account has been placed for collections with Alliance, all payments must be submitted directly to Alliance for processing.
2. Alliance accepts the following forms of payment:
  - a. ACH or Debit/Credit on our payment portal [www.alliancecas.com](http://www.alliancecas.com)
  - b. ACH or wire directly to our escrow account
  - c. Check mailed or delivered directly to Alliance's South Florida operations center
  - d. Cash if paid in person at our South Florida operations center
3. Any/all payments submitted to the Association or Agent of Association must be forwarded directly to Alliance for processing.

**Other items:**

1. Late fees and interest:
  - a. Late fees and interest will be calculated in accordance with the Association's governing documents or applicable state law and will be added to the ledger maintained by Alliance to be collected from the unit owner.
  - b. Alliance will always attempt to collect all amounts owed to the Association including late fees and interest. However, if it serves to facilitate the recovery of the Association's claim to delinquent assessments, the Association hereby authorizes Alliance to offer reductions to the amounts of late fees and interest that are owed.
2. Online ledger access:
  - a. Alliance requires real-time Read Only access to the Association's records and ledger for each delinquent account in order to efficiently and accurately recover all amounts owed to the Association. Alliance will be provided with a username and password when this information can be accessed electronically.



## Client Data Sheet Appendix A

1. Association Classification HOA/Condominium: Home Owner Association
2. Mailing Address for Disbursement/Check Purposes: 2541 N Reston Terrace, Hernando, FL 34442
3. Association's County: Hernando
4. Agent of Association Contact info:
  - a. Management Company: Village Services Corporation, Inc.
  - b. Manager's Name: Lori Anderson
  - c. Manager's Email: [l.anderson@villageservices.com](mailto:l.anderson@villageservices.com)
  - d. Manager's Phone: 352.746.6770
  - e. Ledger Contact Name: Online access to Topps
  - f. Ledger Contact's Email: N/A
5. Monthly reports distributed to the following emails:  
[l.anderson@villageservices.com](mailto:l.anderson@villageservices.com), [g.bond@villageservices.com](mailto:g.bond@villageservices.com), [bodmfa@gmail.com](mailto:bodmfa@gmail.com)
6. Additional fees owed by the unit owner in accordance with the Association's governing documents, applicable board resolution or Association Agent service contract:
  - a) Association Collections Transfer Fee: N/A
  - b) Agent Collections Transfer Fee: \$125.00
  - c) Association Estoppel Fee: N/A
  - d) Agent Estoppel Fee: [\$ Amount]
  - e) Capital Contribution: [\$ Amount]
  - f) Interest: [        %]
  - g) Late Fees: [\$ Amount]
7. Special Assessment details if applicable. Please provide full details of the S/A. \_\_\_\_\_
8. Provide an electronic version of your Association Docs and a W-9 for the Association.
9. Does the PMC/Agent of Association send out late notices? Yes, 2 notices required
10. Read Only Online ledger access username and password: On file
11. Provide electronic access to the unit owner contact information directory.



## Collection Fees & Charges Appendix B

- |   |             |
|---|-------------|
| 1. Association Assessment/Maintenance Amount:   | [\$ Amount] |
| 2. Association Assessment/Maintenance Due Date: | [\$ Amount] |
| 3. Assessment Frequency:                        | Annually    |
| 4. Late Fee Rate:                               | [\$ Amount] |
| 5. Late Fee Amount:                             | [\$ Amount] |
| 6. Interest Rate:                               | [\$ Amount] |
| 7. Interest Assessed Date:                      | [\$ Amount] |
| 8. Special Assessments (S/A):                   | [\$ Amount] |
| 9. S/A Start/End Date Range:                    | [\$ Amount] |
| 10. S/A Amount:                                 | [\$ Amount] |

All information provided herein is certified to be true and correct by:

A handwritten signature in black ink, appearing to read "Joshua J. Holland", written over a horizontal line.

Signature of Association/Agent

Joshua J. Holland

Printed Name of Association/Agent

Dated: 5/13/21

\* April 1<sup>st</sup> of each yr sent to Collection