



COLLECTION POLICY

1. Annual invoices for assessments (dues) are mailed out at the end of March each year. The due date for payment of annual dues is May 1st. Payment covers the time period of May 1st through April 30th.
2. Payment Options
 - a. Monthly Electronic Fund Transfer (ACH). A predetermined monthly amount is automatically withdrawn from an Owner's bank account.
 - b. Online one-time payment via eCheck or credit card (Visa, MasterCard, or Discover). There is a 3% convenience fee if paid via a credit card. Log into cwlake.org or the Candlewick App and select "Recent Charges".
 - c. Pay in Person at the Association Office by check or cash. Credit cards are now accepted for dues payments in the office with a 3% convenience fee.
 - d. The Administration Office is now accepting payments over the phone. Please call for more information.
3. Delinquent Accounts
 - a. An account is considered delinquent if payment in full is not processed before May 1st or an Electronic Fund Transfer Agreement is not submitted by April 15th. To be considered current, monthly payment of dues is only allowed if processed via an Electronic Fund Transfer (ACH). All delinquent accounts will proceed through the Collection Action Process.
4. NSF Check or NSF ACH
 - a. An account that has an electronic payment or check returned unpaid by the financial institution will be charged \$35 and mailed a letter notifying them that if payment is not received in 15 business days, then c-pass, guest list and member ID card privileges will be suspended until payment is received in full.
 - b. If an ACH is returned THREE times or your bank account is closed between May 1st and April 30th then the electronic funds transfer agreement will be terminated, and the entire balance is due. If payment is not received your account will proceed through the Collection Action Process.
5. Citations
 - a. Citations must be paid within 30 days of the date the citation is mailed. If a citation is appealed to the Citation Review Commission, the citation must be paid within 15 days of the date of the letter advising if the citation was valid. After 30 days for unappealed citations and 15 days for appealed citations, c-pass, guest list and member id card privileges will be suspended until payment is received in full. The balance due on citations will proceed through the Collection Action Process.
6. Collection Action Process
 - a. 30 days Past Due - 7% interest is added to the account.
 - b. 40 days Past Due - A letter is mailed giving notice of intent to lien. If payment is not made within 15 days, then c-pass, guest list and member ID privileges will be suspended.
 - c. 50 days Past Due - A lien and a lien fee of \$100 will be placed on the account.
 - d. 60 days Past Due - Account is sent to the Attorney for collections if the property does not have an active foreclosure pending. Further collection actions may include a Notice and Demand and a Forcible Entry and Detainer lawsuit (also known as the "Eviction Act"). Legal fees and costs incurred for the collection of delinquent assessments and/or fees will be assessed to the Property Owner's account, payable to Candlewick Lake Association.