

Guidelines for Fee Removal from Homeowner Accounts

To ensure a consistent and transparent process for addressing fee removal requests, the following guidelines outline the authority of the Community Manager and the Board of Directors, as well as the criteria for consideration.

Heritage Grand monthly assessments are due by the **10th each month**.

Late Fee - \$25 (after the 10th)

Letter Fee - \$25.69 (after the 10th)

30 days **late**, a certified letter is sent and additional letter fees are added to the homeowner account.

Accounts delinquent **more than 75-days** are referred to collections and accrue additional late fees and letter charges.

1. Community Manager Authority

The Community Manager has the authority to remove **one late fee** per account within any twelve-month period, provided the following conditions are met:

- The fee being removed is a late fee.
- The account has not had any other fees removed by the Community Manager within the previous twelve months.

Note:

- The Community Manager **cannot remove letter fees or returned check fees** under any circumstances.

2. Board of Directors Authority

The Board of Directors will consider the removal of fees beyond the scope of the Community Manager's authority, including letter fees, returned check fees, or additional late fees. The Board delegates the authority to remove additional fees to the Board Treasurer.

The following criteria must be met for the Board to consider fee removal:

- **All dues and assessments owed to date must be paid in full.**
- **No fees have been waived on the account in the previous twelve-month period.**
- **The homeowner must submit a formal request for fee removal.** Fee removal will not be initiated or offered by the Community Manager.

3. Homeowner Responsibilities

Homeowners are responsible for ensuring timely and accurate payment of their dues. This includes:

- Verifying that payments clear their account each month.
- Updating account information and verifying the correct amount is being paid each month.
- Monitoring automatic payments to ensure they process correctly.
- Contacting the Community Manager immediately if there is any issue or suspected error with their HOA account.

4. Payment Options

Homeowners may submit payments using the following methods:

- **Mail:** Send payments to the PO box listed on your payment coupons.
- **Bill Pay:** Use your bank's Bill Pay feature to remit payments.
- **ClickPay:** Set up automatic or one-time payments through ClickPay.

Note: Payments will no longer be accepted at the clubhouse office.

5. Additional Information

For further details on the Association's policies regarding delinquent accounts, please refer to the **Rules and Regulations, Section 5: Enforcement of Delinquent Accounts**.

These guidelines are designed to uphold fairness and accountability while supporting homeowners in maintaining their accounts in good standing.

This guideline was ratified by a majority Board vote on 2/10/2025.

Arlen Isham

Arlen Isham, Board Secretary Signature