



Castlegate Homeowners Association Collection Process Agreement

Oasis Community Management is committed to ensuring that all of the monies due to the Association are collected from homeowners through utilizing a collection process which is designed to minimize the burden on the association and ensures that delinquent homeowners are held accountable for their required assessment payments.

When the owner of an individual lot becomes delinquent in their assessment payments, Castlegate HOA will direct Oasis Community Management to implement the following process in an attempt to collect the delinquency on behalf of the Association.

- A. Friendly Reminder Friendly reminder is sent to the homeowner via U.S. Mail once the account reaches 15 days delinquent.

- B. Trash Suspension Trash suspension letter is sent to the homeowner via U.S. Mail once the account reaches 45 days delinquent. If account is not brought current within 15 days the trash will be suspended. If trash is suspended, the account will be charged a trash suspension fee of \$40.00.

- C. Demand Letter Intent to send to collections notice is sent to homeowner via US Mail once the account reaches 60 days delinquent.

- D. Collection Agency Once the account is 75 days delinquent we will place in the account with the collection agency for further action. A Collections fee will be applied to their account of \$50.00.

Oasis Community Management will be the liaison between the homeowner and the Board of Directors in attempting to collect delinquencies through establishing a repayment plan with the homeowner.

Should the homeowner default in full or on an agreed repayment plan, Oasis Community Management will forward the account to the collection agency for further action.

Oasis Community Management will closely monitor and oversee all activity of the entire collection process and a collection activity report will be included in your monthly financials.