

# Heritage Heights HOA Collections Policy and Procedure

Effective Date: 1/5/2023

BE IT RESOLVED, that the following policy shall govern the adoption and amendment of policies, procedures, and rules.

## 1. Scope.

This policy is adopted to comply with the terms of the Colorado Common Interest Ownership Act ("CCIOA") which contains provisions that may conflict with the terms of the Association's governing documents. CCIOA and this policy will control over any conflicting provisions in the governing documents.

## 2. Overview.

Status	Fines/Fees/Other
On time or less than 30 days late	None
30 days delinquent	5% interest and \$50 admin fee
Lien	
Legal/Collections	Reasonable attorney's fees and collection costs
Foreclosure	

## 3. Specifics.

### a. Due Dates, Late Charges, Interest. Suspension of Rights, and Acceleration of Assessments.

- i. **Due Dates.** Annual Assessments are invoiced in January of each year. The assessments are due and payable within thirty days of the invoice date. Invoices will be delivered to each Owner prior to the due date. Other assessments, fees, or charges are due and payable as set forth in the Association's notice. Payments will be deemed received on the date the payment is received by the Association or the Association's management; provided, however, if the Owner's name or the Lot address for which payment is made is not identified on or with the payment, payment will not be deemed received until such time as the Owner and Lot to which payment should be credited are determined. Any payment not paid in full when due is past due and delinquent.
- ii. **Late Fee or Charge.** A late charge in the amount of \$50.00 will be imposed for any assessment, fine, or other charge not paid within 30 days of the due date without further notice to the Owner. The late charge is a personal obligation of the Owner and a lien on the Lot.

- iii. **Interest.** Interest at the rate of 5% per annum will accrue on any delinquent assessment, fine, or other charge from the due date without further notice to the Owner. Interest may be added to the Owner's account 30 days following the due date. Interest is a personal obligation of the Owner and a lien on the Lot.
  - iv. **Lien.** Under Colorado law and the terms of the Declaration, there is a lien for any unpaid assessment. The Association reserves the right to record a notice of lien in the county records at any time after an assessment becomes delinquent.
  - v. **Administrative Expenses.** Collection costs imposed by the Association or its managing agent for delinquent accounts will be the obligation of the Owner and may be posted to the Owner's account. Examples include, but are not limited to, certified mailings and costs to physically post a notice or translate a notice to a language other than English.
  - vi. **Suspension of Rights.** An Owner's voting rights are automatically suspended without notice if an assessment or other charge is delinquent as set forth in this policy.
  - vii. **Acceleration.** Following written notice to the Owner, the Board may accelerate and declare immediately due all of that Owner's annual assessment.
- b. **Attorney's Fees and Collection Costs.** The Association is entitled to recover its reasonable attorney's fees and collection costs incurred in collecting assessments or other charges due the Association from a delinquent Owner pursuant to the terms of the Declaration and Colorado law.
  - c. **Application of Payments.** If an Owner who has both unpaid assessments and unpaid fines, fees, or other charges makes a payment to the Association, the Association will apply the payment first to assessments, special assessments, and any remaining amount of the payment to the fines, fees, or other charges owed.
  - d. **Monthly Statements Required.** On a monthly basis, the Association will send to each Owner who has any outstanding balance an itemized list of all assessments, fines, fees, and charges that the Owner owes to the Association (i.e., an account ledger). The monthly statement will be sent by first-class mail to the Owner's registered address, and if the Association has a relevant email address, by email. If the account has been referred to a collection agency or to any attorney, the statement will also specify that the balance may not include all attorney's fees and costs that have been incurred as of the statement date but not yet invoiced to the Association and posted to the account. No fees or other charges will be assessed for providing statements required under this Section.
  - e. **Notice of Delinquency.** The Association may send courtesy notices to Owners. However, before the Association turns over a delinquent account of an Owner to a collection agency or refers it to an attorney for legal action, the Association must send the Owner a notice of delinquency specifying:

- i. The total amount due, with an accounting of how the total was determined;
  - ii. Whether the opportunity to enter into a payment plan exists as provided in this collection policy, and instructions for contacting the Association to enter into a payment plan, if available;
  - iii. The name and contact information for the individual the Owner may contact to request a copy of the Owner's ledger to verify the amount of the debt;
  - iv. A statement that action is required to cure the delinquency, and that failure to do so within 30 days may result in the Owner's delinquent account being turned over to a collection agency, a lawsuit being filed against the Owner, the filing and foreclosure of a lien against the Owner's property, or other remedies available under Colorado law;
  - v. Whether the delinquency concerns unpaid assessments; unpaid fines, fees, or charges; or both unpaid assessments and unpaid fines, fees, or charges; and if the notice of delinquency concerns unpaid assessments, the notice of delinquency must notify the Owner that the unpaid assessments may lead to foreclosure;
  - vi. The steps the Association must take before the Association may take legal action against the Owner, including a description of the Association's cure process; and
  - vii. A description of what legal action the Association may take against the Owner, including a description of the types of matters that the Association or Owner may take to small claims court, including injunctive matters for which the Association seeks an order requiring the Owner to comply with the declaration, bylaws, covenants, or other governing documents of the Association.
- f. **Owner Contact and Delivery of Notice.** Before the Association turns over a delinquent account of an Owner to a collection agency or refers it to an attorney for legal action, the Association will:
- i. Send a copy of the delinquency notice described above by certified mail, return receipt requested and physically post a copy of this delinquency notice at the Owner's Lot; and
  - ii. As required by the governing documents, the Association will also send a copy of the delinquency notice by first-class mail. This satisfies the legal requirement to send notice by a third means. The Association may also choose to contact the Owner as follows:
    - 1. Text message to a cellular number that the Association has on file that the Owner has provided to the Association; or
    - 2. Email to an email address that the Association has on file that the Owner provided to the Association.
  - iii. Notices from the Association will be sent in English; provided, however, that the Owner may send written notice to the Association with an alternate language preference. The Association will attempt to provide an

- accurate translation of the original English version, but due to nuances in translating to a foreign language, slight differences may exist.
- iv. An Owner may send written notice to the Association identifying another person to serve as a designated contact for the Owner for notices and correspondence. The Association will send the same written communications to the designated contact that it sends to the Owner. If the Owner wishes to change or cease the designated contact, the Owner must send the Association written notice.
  - g. **Record of Notification.** The Association will maintain a record of the contact(s) it has made with an Owner regarding delinquency, including the type of communication used to contact the Owner and the date and time the contact was made. As this record relates to a particular Lot, it will not be deemed to be a record available to all Owners under Colorado law.
  - h. **Payment Plans.**
    - i. Before the Association turns over a delinquent account of an Owner to a collection agency or refers it to an attorney for legal action, it will make a good faith effort to coordinate with the Owner to set up a payment plan. An Owner may enter into a payment plan to pay off a deficiency in equal installments over a minimum period of 18 months or such other longer period as authorized by the Board.
    - ii. If the Owner fails to comply with the terms of the payment plan (fails to remit payment of three or more agreed-upon installments within 15 days after the monthly installments are due), the Association may pursue legal action subject to the notice requirements above.
    - iii. The Association is not obligated to negotiate a payment plan with:
      - 1. an Owner who has previously entered into a payment plan pursuant to this policy, or
      - 2. an Owner who does not occupy the Lot and acquired the Lot because of a default of a security interest encumbering the Lot or foreclosure of the Association's lien.
    - iv. Before the Association initiates a foreclosure proceeding based on the Owner's unpaid assessments, it will provide the Owner with a written offer to enter into a repayment plan of at least 18 months. Under the repayment plan, the Owner may choose the amount to be paid each month, so long as each payment must be in an amount of at least \$25.00. The Owner may elect to pay the remaining balance under the repayment plan at any time during the duration of the repayment plan.
    - v. All payment plans involving accounts referred to an attorney for collection will be set up and monitored through the attorney in consultation with the President of the Board or another person designated by the Board.
  - i. **Board Action to Refer Delinquent Account.** Before a delinquent account is referred to a collection agency or attorney, a majority of the Board must vote to refer the matter by recorded vote conducted in executive session.

- j. **Referral of Delinquent Accounts to Attorneys.** After an account has been referred to the Association's attorney, the account remains with the attorney until it is settled, has a zero balance, or is otherwise resolved. Once accounts are turned over to the Association's attorney, Owners will make payments to the Association at the attorney's address. The Association's attorney is authorized to take whatever action is necessary, in consultation with the Board President or other person designated by the Board, believed to be in the Association's best interest.

After a delinquent account has been referred to the Association's attorney, all communication with the delinquent Owner will be handled through the Association's attorney. Neither the manager, if any, nor any member of the Board may discuss the collection of the account directly with an Owner after it has been turned over to the Association's attorney unless the attorney is present or has consented to the contact. Action by the Association's attorney may include the following:

- i. **Notice of Lien.** If not already recorded, a notice of lien may be recorded against the delinquent Owner's property to provide record notice of the Association's claim against the property.
- ii. **Filing Lawsuit.** The Association may file a lawsuit against the delinquent Owner seeking a money judgment. If a personal judgment is entered against the delinquent Owner, the Association may pursue remedies such as garnishing the Owner's wages or bank account to collect judgment amounts.
- iii. **Judicial Foreclosure.** The Association may foreclose on its lien in lieu of or in addition to suing an Owner for a money judgment. The purpose of foreclosing is to obtain payment of all assessments owing in situations where either a money judgment lawsuit has been or is likely to be unsuccessful or in other circumstances that may favor such action. If the Association forecloses on its lien, the Owner will lose the Owner's Lot, having the same effect as if a first mortgagee institutes a foreclosure action against the property (though the procedure is different).

The Association will not commence a judicial foreclosure action unless the balance of the assessments and charges secured by its lien (which may include late fees, fines, and other charges as well as other assessments) equals or exceeds one year of common expense assessments based on the Association's periodic budget. Additionally, the Association will not pursue foreclosure against an Owner solely based on fines owed to the Association and/or collection costs or attorneys fees the Association incurred that are only associated with such fines. Prior to filing a foreclosure action, the Board will resolve by a recorded vote in executive session to authorize the filing of the foreclosure action against the particular Lot against which the foreclosure action will be filed.

- iv. **Receivership.** A receiver is a disinterested person, appointed by the court, who manages the rental of the Owner's property and collects the rents according to the court's order. The purpose of receivership for the Association is to obtain payment of current assessments, reduce past-due assessments, and prevent waste deterioration of the property.
      - v. **Bankruptcy Filings.** Filing necessary claims, documents, and motions in Bankruptcy Court to protect the Association's claim.
    - k. **Certificate of Status of Assessment/Estoppel Letter.** The Association will furnish to an Owner, or such Owner's designee, upon written request delivered personally or by certified mail, first-class postage prepaid, return receipt requested, to the Association's registered agent, a written statement setting forth the amount of unpaid assessments currently levied against the Owner's Lot. The statement will be delivered within 14 calendar days after receipt of the request personally or by certified mail, first-class postage prepaid, return receipt requested. If the Owner's account has been turned over to the Association's attorney, the statement will include any attorney's fees incurred in providing the statement.
    - l. **Return Check Charges.**
      - i. If any check or other instrument payable to or for the benefit of the Association is not honored by the bank or is returned by the bank for any reason, including, but not limited to insufficient funds, the Owner is liable to the Association for the amount equal to the face amount of the check, draft, or money order and a return check charge of \$20.00.
      - ii. If two or more of an Owner's checks are returned within any fiscal year, the Association may require that future payments, for a period of one year, be made by certified check or money order.
    - m. **Bankruptcies and Public Trustee Foreclosures.** Upon receipt of any bankruptcy notice or a foreclosure notice by any holder of an encumbrance against any Lot within the Association, the Association may advise the Association's attorney of the same and turn the account over to the Association's attorney.
- 4. **Waivers.**

The Association may modify these procedures as the Association determines appropriate under particular circumstances. Any accommodation may be documented in the Association's files. Failure to require strict compliance with this policy is not deemed a waiver of the Association's right to require strict compliance and will not be deemed a defense to payment of assessment fees or other charges, late charges, return check charges, attorney's fees, and/or costs as described and imposed by this policy.
- 5. **Amendment**

The Board may amend this policy from time to time.

**President's Certification**

The undersigned, being the President of the Association, certifies that the Board of Directors of the Association has adopted the foregoing resolution.

HERITAGE HEIGHTS HOMEOWNERS ASSOCIATION

*Jacob Massey*

Jacob Massey (Jan 5, 2023 08:02 MST)

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President

**1/5/2023**

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Effective Date