Bono and Associates Standard Collection Process

This is attached to and hereby made a part of the **COMMUNITY ASSOCATION MANAGEMENT AGREEMENT** between Grande Oaks at Heathrow Association and **BONO AND ASSOCIATES. This is a blanket approval authorizing Bono and Associates (Agent) to perform the following collection procedures for all delinquent accounts:**

1. Delinquent date (i.e. 15th or 30th) statement is sent to the homeowner ($10 or more) reminding them of the delinquent amount due.
   a. Late Fee and/or Interest are applied (if any) to the homeowner's account, according to the documents of the association.
   b. Reminder Notice Fee (Administrative Fee) **PER CONTRACT** is applied to the homeowner's account.

2. Thirty (30) days after the reminder notice is sent, the Certified Intent to Lien is mailed to the homeowner's mailing address and property address per Florida Statutes demanding payment within forty-five (45) days.
   a. Late Fee and/or Interest are applied (if any) to the homeowner's account, according to the documents of the association.
   b. Certified ITL (Administrative Fee) **PER CONTRACT** is applied to the homeowner's account.

3. Thirty (30) days after the forty-five (45) day certified intent to lien is mailed as per FL Statues, a Final Notice before Legal Action is sent, giving the homeowner 15 days to bring the account current.
   a. Late Fee and/or interest are applied (if any) to the homeowner's account, according to the documents of the association.
   b. Final Notice Fee (Administrative Fee) **PER CONTRACT** is applied to the homeowner's account.

4. Forty-five (45) days from the Certified Intent to Lien (15 days from the Final Notice) the account is pulled and forwarded to the association's attorney for lien.
   a. Late Fee and/or Interest are applied (if any) to the homeowner's account, according to the documents of the association.
   b. Collection Fee (Administrative Fee) **PER CONTRACT** is applied to the homeowner's account.

5. Once the lien is filed, the attorney will contact Bono and Associates for further direction. Bono and Associates will ask for the board's approval to move forward on any actions from this point.

Pursuant to Florida law, the delinquent homeowner is ultimately responsible for the payment of the charges, costs and attorney fees related to the collection of delinquent assessments. Management and the Association's attorney will endeavor to collect these fees and costs from the homeowner as permitted by law.

Once the Association's attorney has exhausted all statutorily required notices, the Association automatically authorizes the management company to issue payment of any fee or cost deposits to proceed with lien foreclosure litigation so long as the total amount owed to the Association is in excess of one thousand and 00/100 dollars ($1,000.00).

Once the matter is at the Association's attorney's office, the Board authorizes the attorney to enter into one (1) twelve (12) month payment plan on any delinquency owed to the Association. However, if a homeowner has defaulted on a payment plan within the preceding two (2) years, no additional payment plan shall be offered.

The above collection policy and timeframes are intended to be a guideline and all actions are subject to administrative and processing delays. However, any deviation from this policy shall not constitute a waiver of any rights or remedies of the association in collecting amounts due. The Board reserves the right to deviate from the policy in the event legal counsel advises it that such deviation is warranted under the circumstances.

Please select one of the statements below in regards to Mortgage Foreclosure Summons served to Bono and Associates as agent and on behalf of Grande Oaks at Heathrow Association.

___X___ We, the Board of Directors, **AUTHORIZE** Bono and Associates to automatically forward any foreclosure summons to the association's attorney to have an answer filed on behalf of the association (An administrative fee of $125.00 will be assessed to the homeowner's account).

_____ We, the Board of Directors, **DO NOT AUTHORIZE** Bono and Associates to automatically forward any foreclosure summons to the association's attorney to have an answer filed on behalf of the association; we request to be notified prior to forwarding to the attorney (**Please be aware; the summons must be answered within 20 days from the date of services**).

Board Signature _____ Date 6/29/23

_____ 7/5/23