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### **Foxwood Hills Billing and Collections Policy**

#### March

- Mail Annual Invoices the first week of March reflecting April 1 due date

#### April

- Begin April 20 to update liens to reflect the increase in the balance on all accounts that had a past-due balance and a lien filed prior to the beginning of the most recently ended fiscal year.

#### May

- Add Late Fee of \$45.00 to all delinquent accounts the first week in May
- Start process to create and mail First Late Notice
  - 1) receive and process all payments received at CAMS and at FWH
  - 2) compile list of delinquents
  - 3) print late notices, suspension notices and process for mailing
  - 4) mail First Late Notice by tenth working day of May

#### June

- Begin June 1 to prepare Second Late Notice for current and past delinquency.
- Second Late Notice to include that "All unpaid balances at July 1 will be turned over for third-party collections."
  - 1) receive and process all payments received at CAMS and at FWH
  - 2) compile list of delinquents
  - 3) print late notices and process for mailing
  - 4) mail Second Late Notice by tenth working day of June

#### July

- Begin July 1 to prepare list of accounts to be sent to third-party collections.
  - 1) receive and process all payments received at CAMS and at FWH.
  - 2) compile list of delinquents which will be confirmed at FWH.
  - 3) send accounts to third-party collections agency by end of July.  
Third-party agency will report to credit bureaus no less than forty-five (45) and no more than seventy-six (76) days from date of placement with agency.

#### September

- begin September 15 to file liens against all past-due accounts that do not already have a lien filed. This process should be complete by November 15.

#### March

- March 1 all current year and prior year accounts not yet collected by the third-party agency and those accounts that are not current on any payment plan will be returned to FWH and considered as uncollectible.

Adopted by the Board of Directors – February 22, 2020