

Monthly Dues

We all know that our monthly payments are due on the first of each month (and considered late if postmarked beyond the 5th). But do we know what to do if we receive notification that your payment that you sent was not received?

1. Check with your bank to see if your check was:
 - a. Actually sent in the case of a bill-pay application
 - b. Cashed (could have been delivered to someone else, who cashed it.)
2. Send an email to the board with the check number and facts that you discover.
3. We will double check our actions to make sure that we did not make an error, and then reply to you.

The most important to-do is communicate ! Communication tells us that you are aware of the situation and are working to resolve it. Based on each situation and how we agree to resolve it, this will delay and possibly eliminate a late charge from being assessed.