



3000 Clarcona Road, Suite #201A Apopka, FL 32703 Phone: 407-889-5491 E-Mail: manager@clarconaresort.org

Payment & Collections Procedures

2022 Association Dues: \$191.71

Due Date: 1st of each month

Late By: 11th of each month

Late Fee(s): 18% per annum

Electric Charges: Variable Rate (based on usage)

Due Date: 8th of each month (**ex:** electric charge posted Jan. 15th is due by Feb. 8th)

Late By: 9th of each month

Late Fee(s): \$10 or 1.5% of the unpaid balance (whichever is greater) once per month until the balance is paid.

Disconnection: Unpaid accounts are subject to disconnection on the 23rd of the month.

\$50 reconnect fee + \$200 security deposit (if one was not already paid).

*****Any electric account not paid within 30 days after disconnection may be sent to collections without further notice.**

Payment Options:

Payments may be made by check, money order or cashier's check, ACH, or credit/debit card. Cash will not be accepted.

*****All credit/debit card payments taken at the office or over the phone are subject to a \$4 convenience fee. *****

Mail: 3000 Clarcona Road, #201A Apopka, FL 32703

Online: Pay online through your resident account at www.topnotchcam.com. If you have not set up your online account yet, please send an e-mail to manager@clarconaresort.org to request set-up.

Debit/credit card fee = 2.95% of total transaction amount.

Bank Account/ACH fee = \$1 per transaction.

Over the Phone: (407)889-5491

Drop-off (Main Office): Mon-Fri 8 a.m. – 4:30 p.m. at the window or in the mailbox

Collections:

Any delinquent accounts over 31 days and a balance over \$400 or any delinquent account over 60 days may be sent to collections. **Current electric charges** may be paid to the office even if the account is at collections.

Collections: The Law Offices of John DiMasi

Phone: (407) 839-3383

Address: 801 N Orange Ave # 500, Orlando, FL 32801

E-Mail: collections@orlando-law.com

Website: <https://orlando-law.com/>

Required Info: Provide your name and address when contacting the DiMasi office.

Payments: Payments made to The Law Offices of John DiMasi can be mailed to the address provided above by Cashier's Check or Money Order, or by online payment using a Credit Card or Electronic Funds Transfer, or Wire Transfer.

Collections Company: Axiom Resources

Phone: (855)750-0101

Address: PO Box 2457
Oldsmar, FL 34677

E-Mail: service@theaxiomgrp.com

Website: <https://www.axiomrr.com/>

Required Info: Provide your name and address when contacting Axiom. No other information is required.

Payments: Payments made to Axiom can be mailed to the address provided above, or you may call in to pay over the phone, or you may pay online once your client ID is set up through Axiom.

Revocation of User Rights

Once an account is over **60 days** past due, delinquent owners and their tenants may be considered for a suspension of their user rights at the monthly Board of Director's meeting. Should the Board vote to suspend user rights to the amenities of the association, such decision will be enforced starting the following day. **Suspension will include shut off owner entry card, (owners and tenants will need to check in at the gatehouse in lieu of using the resident gate), no access to the pool or rec hall. Pool monitors will turn away any residents on the suspension list.** User rights will be reinstated once the account is paid current, or no more than 30 days past due.

This policy was adopted by the Board of Directors of the Clarcona Resort Condominium Association, Inc. this 12th day of May 2020.