



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

Payment & Collections Procedures

2024-25 Association Dues: \$236.13

Due Date: 1st of each month (ex: assessment charge posted Jan. 28th is due by Feb. 10th)

Late By: 11th of each month

Late Fee(s): 1.5% per month until the full balance is paid (18% per annum)

Electric Charges: Variable Rate (based on usage)

Due Date: 1st of each month (ex: electric charge posted Jan. 28th is due by Feb. 10th)

Late By: 11th 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: Any disconnected account will have a \$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:

Only homeowners or authorized representatives may submit payments to the association for dues and electric. Authorized representatives must have a "Manager or Authorized Agent Form", or agreement executed by the owner on file.

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

***Payee is responsible for merchant fee on all credit/debit card payments taken at the office or over the phone.

Fee is automatically calculated by the card reader based on the transaction amount. ***

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 = Free of Charge

Over the Phone (3.99% processing fee applies): (407) 889-5491

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

Collections:

Any delinquent accounts over 31 days, a balance over \$400, or any account over 60 days may be sent to collections. Current electric charges may be paid to the office even if the account is in collections. Once the attorney is handling an account, the office **will not** be able to discuss any amounts besides the current electric.

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 Directors' meeting. Should the Board vote to suspend user rights to the association's amenities, such a decision will be enforced starting the following day. The suspension will include shutting off the owner's entry card (owners and tenants must check in at the Kiosk for a virtual guard instead of using the RFID access gate) and 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.

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: 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.

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

Updated February 2024