2015 New Castle County Maintenance Corporation Billing Program Enrollment Form

Purpose:
This document enrolls the identified Maintenance Corporation in New Castle County's Maintenance Corporation billing program, defines the scope of the program, and sets forth the obligations of participating Maintenance Corporations.

I. Services to be provided by New Castle County

Billing functions to be provided by New Castle County
New Castle County will print and mail annual Maintenance Corporation bills, and three follow-up bills on unpaid balances. Bills will be sent to the mailing address contained in the County's tax records. The County only bills for assessments from the time that a Maintenance Corporation enters the County program. The County will not add any unpaid assessment balances to accounts which existed prior to their entering the County program.

Billing Schedule
Maintenance Corporation bills shall be issued by New Castle County according to the following schedule:

March	Annual bills are mailed. The due date is April 30. If April 30 is a weekend or holiday, the following business day will become the due date.
May:	First delinquent notice
August:	Second delinquent notice
November:	Third delinquent notice

Receipt and processing of payments
New Castle County shall receive payments and post to property owner accounts. The County shall deposit payments into an account set up specifically for the Maintenance Corporation payments. This account will be separate from all other County accounts.

Remittances to Maintenance Corporation
The County shall remit payments to Maintenance Corporations by check or ACH according to the following schedule:

February	all payments posted from November 1 to January 31
May	all payments posted from February 1 to April 30
June	all payments posted from May 1 to May 31
August	all payments posted from June 1 to July 31
November	all payments posted from August 1 to October 31

Check payments will be mailed and ACH payments will be made to the customer's bank account by New Castle County no later than the last day of the listed months. Check payments will be accompanied by a report that details payment information by tax parcel number. Customers that receive ACH payments will receive an electronic version of this report via email. Maintenance Corporations may request a report detailing unpaid accounts on a periodic basis through the County contact. To receive these payments, New Castle County must have a completed and signed W-9 form on file for every Maintenance Corporation.

If you are currently receiving check payments or are new to the program and would like to receive your payments by ACH, please complete and return the enclosed ACH Vendor Authorization Form.

Penalty on unpaid balances
Penalty will apply to unpaid balances the first of every month according to the formula supplied by the Maintenance Corporation.

The County may not post every payment received on the last day of the month by the end of business on that day. The Treasury section of Finance will calculate and post penalty after it has posted all "on time" payments for that month. Penalty will be due after the first of the month even if it has not been added to the account yet.

Adjustments and Corrections
New Castle County will only adjust accounts to correct an error by the County. It will not make other adjustments without written authorization from the Maintenance Corporation.

II. Cost for New Castle County Services

Per parcel fee
New Castle County shall charge participating Maintenance Corporations an annual per parcel fee to cover all costs associated with the billing program. The program is designed to be self sustaining, and shall not be funded by New Castle County taxpayers.

New Castle County will set the annual "per parcel" fee for the following calendar year by December 1 of each year. Every Maintenance Corporation will pay this fee multiplied by the number of parcels to be billed by the County.

Deduction by New Castle County
The total annual fee [(county "per parcel" fee) x (# of parcels)] will be deducted by New Castle County prior to the County's transmittal of the May remittance. If the May remittance is insufficient to cover the annual fee, the remainder will be deducted from the June remittance.

2015 per parcel fee
The per parcel fee for 2015 shall be $6.40.

III. Obligations of the Maintenance Corporation:

The Maintenance Corporation must meet all obligations listed below. If it does not, it may be removed from the program.

Due Dates for enrollment forms

This enrollment form must be completed and received by New Castle County as follows:

> **Maintenance Corporations that have not previously participated in this program must submit this form by January 15, 2015.**
>
> **Maintenance Corporations that already participate in this program must submit the form by February 17, 2015**

Signature of authorized member of the Maintenance Corporation

This enrollment form must be signed by the President or other authorized member of the Maintenance Corporation. Every requested item must be completed.

County contact

The Maintenance Corporation must supply the name and contact information of the designated contact person. The County will direct all correspondence, including the periodic payments to the contact person. It is the contact person's responsibility to notify the County immediately if the contact or any of the contact's information changes.

Compliance with State Law and County regulations

The Maintenance Corporation bears the responsibility for ensuring that all charges for services included in the annual maintenance corporation assessment are consistent with all applicable State and County Codes.

Collections Activity

Any collections action is the sole obligation of the Maintenance Corporation. New Castle County will not undertake any collections activity for unpaid balances, other than sending three delinquent notices as listed above in the County services section. New Castle County will not add any "other" charges to the customer's assessment bill. This includes but is not limited to any charges incurred by the Maintenance Corporation for any collection activity. As stated in section I, the county will not add any unpaid assessment balances that reside on any parcels when the subdivision first enters the county program. It is the responsibility of the Maintenance Corporation to bill and collect any such amounts.

Disputes

The Maintenance Corporation must resolve any disputes about penalty charges or annual billing amounts. Inquiries received by New Castle County will be directed to the Maintenance Corporation contact.

Penalty Adjustments

If the Maintenance Corporation agrees to adjust penalty for a customer, it must send this instruction to the County in writing.

Annual Renewal

New Castle County will mail the agreement to the Contact person identified by the Maintenance Corporation in December of each year. Participating Maintenance Corporations must submit an annual renewal form by February 14 of each year. If February 14 is a weekend or holiday, the form shall be due by the next business day.

IV. To Be Completed by the Maintenance Corporation

County Contact

Maintenance Corporation Name_____

Number of parcels in subdivision _____

Maintenance Corporation Address_____

Contact Name_____

Contact Address_____

Contact Telephone Number_____

Contact Email Address_____

Additional Information_____

W-9: Any Maintenance Corporation not currently enrolled in this program, MUST send a completed and signed W-9 form with the completed enrollment form.

Annual Assessment
Amount to be billed per parcel for March, 2015 _____

Penalty Calculation
In the space below, please provide formula for imposition of penalty on unpaid balances, if any.

By signing this enrollment form, the Maintenance Corporation affirms that it understands everything in the form, including the County services, fees, and Maintenance Corporation obligations, and that it will fulfill all of its obligations.

Signature of President or authorized member of the Maintenance Corporation

Print Name and Title: _____

Signature: _____

Date: _____