

Service Charge Collection Policy

Lake Junaluska Assembly Inc. has a long-established practice to fund establishment, operation and maintenance of certain community infrastructure and security services, along with funding Public Works administration, by utilizing service charges in an amount approved annually by the Lake Junaluska Assembly Board of Trustees. Billed annually, service charges are collected at the beginning of the year from Lake Junaluska Assembly property owners.

The Public Works Department is responsible for administering a collections program to manage overdue services charge accounts under the following policies and practices approved by the Lake Junaluska Assembly Board of Trustees:

1. Each year, the Public Works Department will send service charge bills to property owners for the upcoming year's bill in November, with payment due January 31, of that year.
2. Following a 30 day grace period at the beginning of March a one-time 10% late charge will be assessed on March 1 for each account on all unpaid service charges owed.
3. To notify property owners that their service charge account is past due, the Public Works Department will send a letter advising of the amount owed and requesting payment.
4. At least a month following the notification letter, the Public Works Department will attempt phone contact with property owners whose service charges are past due, advising of the account delinquency and requesting payment.
5. At least a month following phone calls, the Public Works Department will send a second letter, advising of a planned filing of a lien or small claims court action based on the following schedule:
 - a. For accounts owing overdue service charges only from the immediate past year, no lien or court action will be filed.
 - b. For accounts owing overdue service charges for two or more years, a lien shall be filed with Haywood County for all service charges owed.
 - c. For accounts owing overdue service charges for five or more years, a court action, typically in small claims court, shall be filed.
6. At any time while overdue service charges collections actions are in progress, at the request of the property owner, the Public Works Director may approve a payment plan with the property owner of up to 6 months duration to pay off the account balance.