

Discovery Bay Services Management Limited
Control Procedure on Management Fee & Renovation Fee

The following is an internal guideline for collection of overdue management fee and renovation fee

Management fee

Month	Time	Description
1 st month	1-Jan	Statement for Jan Management fee
2 nd month	1-Feb	Statement for Feb Management fee (with accumulated o/s amount)
	Mid	Reminder for Management fee (More than 1 month)
	Mid - End	Deriving from past payment pattern, Estate staff to distinguish habitual late payers who will normally pay previous month management fee in current month and contact those owners who are not habitual late payers for payment
3 rd month	1-Mar	Statement for Mar Management fee (with accumulated o/s amount)
	Mid	Demand letter for Jan, Feb & Mar Management fee with interest calculated from 1 st Jan & collection charge and cc mortgagee bank.
	Mid	Estate staff to review the outstanding list and contact owners for payment. Particular attention to vacant units Reminder for Management fee (More than 1 months)
	End	Estate staff to provide a list of defaulting owners who cannot be contacted to EM for issue of Final letter. The letter will be copied to mortgagee bank.
4 th month	Mid	EM to commence the Registration of Memorandum process against defaulting units from the list of Final Letter. Issue of Quarterly Village Management fee Aging Report to VOC for review and discussion
5 th month	Mid-End	EM to notify the defaulting owners and mortgagee bank when the memorandum is registered.
6 th month	Mid - End	EM to file an application to Small Claim Tribunal for the outstanding amount less than \$50,000. For amount exceeding \$50,000, seek VOC's directive for ways ahead.

Renovation Fee

Month	Description
1st installment Mid of month after 1st installment	Statement for 1st installment 1st reminder for 1st installment
2nd installment Mid of month after 2nd installment	Statement for 2nd installment (with accumulated o/s amount) 2nd reminder for 1st & 2nd installment. Estate staff to compare outstanding list of renovation fee and management fee and contact defaulting owners who are delinquent in both payments
3 rd and final installment Mid of month after 3rd installment	Statement for 3rd installment (with accumulated o/s amount) 3 rd reminder for 1st, 2nd & 3rd installments Demand letter with interest calculated from 1 st installment & collection charge and cc mortgagee bank against units which do not pay any installment. Estate staff to consolidate a list to EM for Final Letter with c.c. to mortgagee bank against units that the owners are unable to contact and the payment to both management and renovation fee is outstanding. Estate staff to contact other units of default payment. EM to proceed with Registration of Memorandum against defaulting units in the Final Letter. Both the delinquent owners and mortgagee bank will be notified when the memorandum is registered.
End of renovation	4th reminder for 1st, 2nd & 3rd installment Demand letter with interest calculated from 1 st installment & collection charge and cc mortgagee bank against units which do not pay one or two installments. EM to proceed with Registration of Memorandum against defaulting units in the Demand Letter. Both the delinquent owners and mortgagee bank will be notified when the memorandum is registered. EM to file an application to Small Claim Tribunal for the outstanding amount less than \$50,000. For amount exceeding \$50,000, seek VOC's directive for ways ahead.