

debt collection process



Confirmation of Owners Details

- Review of the roll to confirm street spelling and postcode entered correctly;
- Make contact via email, phone or post to request roll details be updated;
- Check yellow/white pages for phone contact details;
- Check with onsite management that contact details recorded correct;
- Pricfinder Search to check owners registered address with Government.

Lot Notes

The Accounts Department log all activities on the Owners lot within the system including phone calls, sales certificate requests, Receiver's appointment and returned mail.

Returned Mail Register

The office has a strict returned mail process so that we can immediately follow up Owners addresses and make the Committee aware that Owners are not receiving mail.

Request for Discount & Interest Reversal

Owners are requested to complete an official request form. All requests are sent through to the Committee for approval. Journals are not processed until the Committee has confirmed that the request has been approved. A \$50+ GST fee is charged to the Owner for the administration of the request and accounts journals required.

Re-Payment Plans

Owners are requested to complete a Re-Payment Plan Request Form clearly outlining the terms of their proposed plan. A \$50 + GST fee is charged to the Lot Owner for the Administration of the plan. All terms are to be approved by the Committee. If Owner breaches approved plan the Committee is notified.

Lawyers Engagement

Once the Letter of Demand has been issued by SMG and no payment has been received the Committee will be notified to confirm if they wish to proceed with the engagement of a Lawyer to follow up the debt.

Head Office: 51 Ballow Street, Fortitude Valley Q 4006 phone 3267 1888

Gold Coast: Southport Central Tower 3, Lvl 6, 30606/9 Lawson Street, Southport Q 4215 phone 5657 9967

Sunshine Coast: WOTSO, Building 1, 30 Chancellor Village Boulevard, Sippy Downs Q 4215 phone 5322 5242 *proactive strata managers*

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