

The U.S. Postal Service has made several announcements over the past year about record delays in their services. They have reported they have delivered only 86% of two-day and 58% of three-to-five-day mail on-time in the second quarter of 2021. We appreciate everything postal carriers do to try and get mail where it is going on time, but unfortunately, due to COVID, employee shortages, and a variety of other issues, the USPS has told the Country to brace itself for these continued delays.

Homeowner Association Services has received several calls from owners whose statements are taking longer to arrive to them and some who are seeing late fees applied because their payments are taking longer to arrive at the bank.

Please remember that while there is a grace period before assessments are considered late, your assessments are actually due on the 1st day of the month. In order to not be considered late and incur a late fee, payments must be received at the PO Box address within the grace period listed on your statement or coupon, so please take into consideration any postal delays and mail your payments early.

In order to avoid late fees, we recommend that owners mail their payments earlier in the month, make a payment online via credit or debit card (fees apply), or sign up to have the dues deducted monthly via recurring ACH through HOA Services. We want you to be well informed of your payment options with HOA Services to hopefully avoid any issues in receiving your payments. An ACH/direct debit form is attached for your convenience as well as a one-page document outlining all payment options.

For owners who use online bill pay through their own bank, please be aware that most banks physically issue a paper check payable to the HOA sent through the USPS to the Association's PO Box. The date that funds are withdrawn from your account is not the same as the day it is delivered to the Association. Historically, sending the payment so it arrived 4-5 days ahead of the late date was sufficient, but now owners may want to add additional time to your delivery window to account for these USPS delays.

We thank you for your patience and assistance in mailing your payments early to avoid any unforeseen delays due to the USPS.