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This document provides general information and is not legal advice or a legal opinion.  
Questions should be directed to an attorney.

## Board of Directors Collections Toolkit Talking Points for Board Meeting

### Before sending collection accounts to NowackHoward:

1. Do we know something specific about this homeowner's circumstances? Did they move away from the community? Is there a tenant in the home? Have we seen foreclosure advertisements?
2. Do we have itemized homeowner account statements with a running balance total, reflecting all charges and payments on the homeowner account? If we have a management company, can NowackHoward access our homeowner accounts online with the management company?
3. Does this delinquent neighbor have a history of non-payment? Have we had to sue or garnish this owner in the past? (Especially helpful if another law firm might have done this work so that we can look to see if another law firm found assets)
4. Are our debts outside the statute of limitations? (4 years for most association debts in GA) How can we make sure our accounts accurately reflect what we can collect?
5. Do we have a mechanism to catch and respond to restrictively endorsed payments?

### After sending collection accounts to NowackHoward:

1. What types of settlements or payment plans can we accept? Does the board have a policy on this? Will we accept payment plans of a year, or longer than a year?
2. Will we waive late fees or interest penalties in order to facilitate a settlement?
3. Who will serve as a witness if our collection cases have hearings or trials?
4. Do we have asset information about delinquent neighbors? (For example, employment information or perhaps we know of another home somewhere else outside of the community)