



Donald Ross Residential Debt Recovery Processes

The relationship between a factor and homeowner is a partnership which requires both parties to ensure cooperation for the smooth and efficient management of the property.

Donald Ross wish to avoid raising action on any client for non-payment but unfortunately it is necessary to protect the interests of the development and fellow coproprietors. If you have a legitimate query, please raise this to our accounts department before the expiry of an invoice period. It is not acceptable to avoid payment without contacting our office.

We always encourage owners to communicate with us if they are experiencing financial difficulties and work to setup payment plans. In fairness to your neighbours and their investments, we urge all our clients to stay in touch. We want to help and work with you. We have active mailing lists for most of our properties with many clients preferring e-billing. Ask our office team for more information: factoring@donaldross.co.uk.

Do Donald Ross Residential charge an Overdue Payment Fee?

As per our Written Statement of Service for your development, we may charge a fee of £20 plus VAT should you fail to make payment after the expiry of our reminder letter (21 days).

Do Donald Ross Residential charge any extra fees on Legal Action?

No, we will not charge any additional costs on Legal Letters, NOPLs or Court Actions. We can provide copy invoices to you on receipt of payment.

What other measures do you consider before raising action on nonpayers?

Where possible, your Manager will visit the property and landlord's home address if available. We may also instruct a trace to ensure we have the correct details for the homeowner.

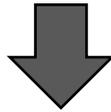
Our Credit Control Team may also email and phone owners with outstanding accounts. We want to give clients every opportunity to talk to us before resorting to legal action within the timeframes highlighted.

We believe it is important to be firm but fair regarding the recovery of development monies.

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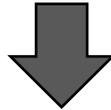
Donald Ross Residential will issue one reminder from our Accounts Team

This will expire after 7 days and passed for third party collection.
Donald Ross Residential may also add a £20 plus VAT late payment fee on your account.



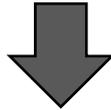
If no payment is received, a reminder letter is issued from our Solicitors or a Collection Agency

Letter will allow 7 days to make payment before further action raised.
The cost of this letter will be added to your account.



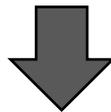
Invoice is issued to homeowner

(Invoices are produced as per the frequency highlighted in the Deed of Condition or otherwise quarterly). If you have a query on an invoice it should be raised to our accounts team no later than 14 days, the expiry of the invoice period.



Notice of Potential Liability will be placed on your property

This will remain on the property (until renewal) ensuring the development will recover the debt if the property is sold. The account will also incur the legal expense for this application.
Donald Ross Residential will not apply any additional fees.



Court Action raised if payment not received / Obtain Decree

Where required, further measures will be considered including earning or rental arrestment.