

University Park Homeowners Association
4454 Bluffton Park Crescent, Suite 107
Bluffton, SC 29910
Phone 843.605.4244 ext. 52712
Email kmccaw@sentrymgmt.com



Dear Homeowners,

I'd like to take this opportunity to wish everyone a Happy New Year! More importantly, I'd like to update you on what is going on with the University Park Association. As President of your Association, it is important that I keep you apprised of recent changes, issues and challenges that the Association is facing. Two of these challenges are: 1- owners not paying their monthly HOA assessment, and 2- lack of adequate support from the management company, Sentry.

Failure of one homeowner to pay their fair share of the assessment correlates to other owners having to pay other owners' share of the bills. This is unacceptable and the Board has a duty and obligation to take every reasonable action to collect the assessments. Over the years, due to lack of non-payment of homeowner assessments, the amount owed the Association has reached over \$100,000.

Even worse is the fact that the management company, Sentry, (that the Association has hired to help bill, collect and notify owners of debt due) has not been providing the services they are contracted and paid for. Sentry has also made it difficult and impossible for the attorney that the Association has hired, to collect debts. In addition, Sentry has failed to return calls to owners who have questions about their accounts, collect payments, or explain owners' account balances. With Sentry's breach of contract and lack of efficient service, a \$185 transfer fee (that your Board of Directors did not approve of, nor was given notification about, or details of what the fee comprised of) has been added to owner's accounts. I will continue on this topic later.

It is also important that I inform you of the direction regarding the Associations collection policy going forward and the steps the Board of Directors will take to compel payment and pursue all monies owed in court.

Starting in February 2019, any owner owing \$210 or more will be sent to collections. This will mean an owner will not only have to pay late fees and interest charges but lawyer fees and transfer fee from Sentry that is yet to be determined or agreed to. In the past, the previous attorney the Association hired to collect debt, charged a flat fee of \$160. Because that Attorney was located in Charleston, SC, we hired a new attorney that is located in our city that the Board of Directors and owners can interface with if needed. Specifically, we hired Weston Newton of Jones, Simpson & Newton, P.A. because of his company's affordability of fees charged in the initial stage, and attempt to collect debt owed to the Association. When Weston Newton sends a demand letter or an intent to lien letter out to an owner, it will cost the owner \$86 versus the \$160 the previous attorney charged. This is the first and initial step of compelling and requesting payment while ensuring that we don't put additional hardship on owners. If after 30 days the owner does not bring the account current by paying or contacting the management company in setting up a payment plan, the Attorney will be given the go ahead to file a Lien on the owner's property and this cost can range from \$200-\$500. This will be the second gradual step, in addition to all the fees (late fees, interest, attorney fee & transfer fee) listed above.

If after 30 days, there is no progress on the owners account, a lawsuit will be filed against the owner. Once again, this will cost the owner an additional \$2000-\$4000 from the above fees and will be the third escalated step. Should an owner not oblige, or be willing to work with the Association, the owner's property will be foreclosed on eventually.

This is a formal notice for all owners. No owners should claim they did not get a notice or delinquency letter, hence cannot claim they didn't know they had to pay a monthly fee. As an owner, when you bought a home in University Park, you agreed to abide by the terms of living in a community with CC&Rs. Part of those terms requires all owners to pay a monthly HOA assessment fee. Failure to pay or pay on time results in penalties and legal consequences.

Furthermore, while a collection package fee is stated in the contract with Sentry, Sentry is yet to provide the Association or the Board of Directors details of the collection package. Due to the reasons above, I

University Park Homeowners Association
4454 Bluffton Park Crescent, Suite 107
Bluffton, SC 29910
Phone 843.605.4244 ext. 52712
Email kmccaw@sentrymgmt.com



have requested Sentry remove this fee from owner's accounts that have been transferred to collection. Until a fee is agreed, Sentry has no legitimate right to charge an outrageous fee of \$185, hence making it harder for owners to pay. I welcome Sentry making a proposal of a reasonable transfer fee but not \$185. I hope we all do our part in upholding the guidelines of our governing document and most importantly living up to be a good corporate citizen of University Park

Best regards,

BJ ADEISA

On Behalf of the Board of Directors