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Steiner Ranch Master Association Collection Policy

Alamo Management Group (also known as "AMG") establishes the following policy regarding both late payments and failures to make payments which, among other topics, addresses the waiver of administrative fees and optional payment plans.

Delinquency

Accounts are considered delinquent if an assessment is not paid within the grace period, if any, set forth in the HOA governing documents. The account will remain delinquent until all past due assessments are paid in full. Appendix "A" contains AMG's administrative fee schedule for delinquent payments.

AMG's administrative fees are in addition to late fees charged by the Association. AMG's fees accrue every 30 days an assessment remains delinquent.

A waiver of AMG's administrative fee and the Association's late fees must be requested on or before the date set forth in the Delinquency Statement. No fee will be waived after that date. A request is made by emailing a waiver request form to AMG's delinquency department. Waiver request forms may be requested by email and must set forth the reason for the requested waiver. No fee will be waived until all past due assessments are paid in full or are agreed to be paid through an alternative payment arrangement.

AMG will forward a request for a waiver of the Association's late fees to the Association for consideration. Requests for waivers of AMG's administrative fees will be considered by AMG based on the guidelines set forth in Appendix "B." A denial of a waiver may be reviewed upon the submission of a written request emailed to AMG's delinquency department no later than 3 days after the initial denial of the waiver. The initial denial will be reviewed by Accounting Operations Manager or the Director of Management/Director of Lifestyle Management of the HOA. If the waiver is granted after this review, the waiver will be reflected on the homeowner's statement. If the waiver is denied after this review, the homeowner will be notified by email.

An owner verification fee will be charged to any account which remains delinquent for ninety days and will not be waived.

Collections

After the notice required by section 209.0064 of the Texas Property Code has been sent to the homeowner and the required notice period has expired, the delinquent account will be referred to the HOA's attorney for further collection which may include the filing of a lawsuit and the foreclosure on the homeowner's property. All delinquent accounts will be referred to the HOA's attorney unless the HOA has submitted written instructions to AMG's Legal and Delinquency Department requiring AMG to seek the HOA's approval before the delinquent account is referred to the HOA's attorney.

Delinquent accounts referred to the HOA' attorney will be assessed monthly fees in accordance with the fee schedule attached as Appendix A. After a delinquent account has been referred to the HOA's

attorney, any communication regarding the delinquent account will be forwarded to the HOA's attorney.

Payment Plans

Alamo Management Group offers all homeowners the opportunity to enroll in an alternative payment plan arrangement. All payment plans offered by Alamo Management Group take the HOA's payment plan policy into consideration.

All payment plans will be for a minimum duration of three months and a maximum duration of six months. Unless otherwise instructed in writing, Alamo Management Group will provide homeowners a payment plan that does not exceed six months in duration. Any homeowner seeking a payment plan exceeding six months must email a request for an extended payment plan to the HOA's Community Manager/Lifestyle Coordinator who will submit the request to the HOA's board of directors for consideration.

The initial payment under the payment plan will be twenty percent (20%) of the amount owed. The plan is subject to a $10.00 monthly administrative fee payable to Alamo Management Group.

Payment plans will be reviewed monthly to ensure the payments are not in default. Upon any default in payment, the balance due at the time of the default shall be immediately due and payable and late fees will be charged based on the number of notices sent to the homeowner prior to the establishment of the payment plan. Any homeowner who defaults under the terms of a payment plan will be ineligible for a payment plan for two years following the default unless otherwise approved by the HOA's board of directors.

Signature: Amy Yukich

Title: President

Date: June 28, 2023

BEFORE ME on this day personally appeared Amy Yukich known to me to be the person whose name is subscribed on the foregoing instrument and acknowledged to me that he/she executed the same for the purposes and consideration therein expressed.

Given under my hand and seal of office this 28 day of June, 2023.

Kaitlyn Miller
My Commission Expires
10/4/2026
Notary ID 133998281

Kaitlyn Miller
Notary Public, State of Texas

Appendix "A"

Alamo Management Group Fee Schedule

Action	Timing	Authority	Amount
1st Notice	Upon 30 days Delinquency	Per Association Documents[1]	$25.00
2nd Notice- Intent to Perform Owner Verification Search	No sooner than 30 days after 1st Notice	Per Association Documents	$25.00
3rd Notice (Sent Certified Mail)	No sooner than 30 days after 2nd Notice	Per Association Documents	$25.00, $50.00 (Owner Verification fee)
4th Notice – Notice of Transfer to Attorney (Sent Certified Mail)	No Sooner than 30 days after 3rd Notice	Per Association Documents	$25.00, plus cost of Certified Mail
File Transferred to Attorney	No sooner than 45 days after 4th Notice	Per Association Documents	$10.00 per month at Attorney's office
Payment Plan Administrative Fee	Once a month issued on the 1st of each month	Per AMG Collections & Payment Plan Policy	$10

[1] Association Documents include the Association's Bylaws, as amended, Articles of Incorporation, the Association's Declaration of Covenants, Conditions and Restrictions, and all rules, regulations, policies, resolutions, and consents established pursuant thereto.

Appendix "B"

Criteria of Fee Waivers Approved by Alamo Management Group[2]

- Fees due to Alamo Management Group Error
  - Administrative fees charged to a homeowner's account due to an error by Alamo Management Group will be waived from the homeowner's account.

- Administrative Fees Due to Untimely Payment
  - If a homeowner has timely paid all assessments and administrative fees charged to the homeowner's account for the two-year period preceding a delinquent payment, Alamo Management Group will waive the first administrative fee charged to the homeowner's account as a result of a delinquency as a courtesy to the homeowner
  - If a payment is timely made by mailing the payment to Alamo Management Group's lockbox but was not timely processed by Alamo Group Management, any administrative fee charged to the homeowner's account will be waived if the homeowner provides proof that the payment was mailed at least fifteen business days before the payment's grace period ends.

- Administrative Fees Charged by Previous Management Company
  - Alamo Management Group will not waive any fees charged by a prior management company without at least one of the following:
    - The HOA's approval of a waiver
    - Evidence provided by the homeowner that the fee was charged in error
    - Written proof that the previous management company approved the waiver during the period of time the previous management company managed the HOA

- Account Statement Not Received
  - If an account statement is mailed to an incorrect address or was sent to the incorrect name of the homeowner, Alamo Management Group will waive any administrative fee charged to the account as a result of that mailing
  - If no statement was mailed to the homeowner, Alamo Management Group will waive any administrative fee charged to the account based on Alamo Management Group's oversight

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[2] Alamo Management Group is only authorized to waive the administrative fees charged by Alamo Management Group. Any request for a waiver of delinquency fees charged by the HOA must be submitted to the HOA for consideration.

- Hardship Claims
  - Alamo Management Group may, in its sole discretion on a case-by-case basis, waive an administrative fee charged to a homeowner's account if the homeowner fails to timely make a payment due to the following hardships:
    - Loss of income/employment
    - Medical complications
    - Natural disasters
    - Death

Appendix "C"

Guidelines of Payment Plans per Alamo Management Group

Establishment

Upon a homeowner's written request, a payment plan will be established subject to the following terms:

- The initial payment will be 20% of the current balance due and payable on the first day of the following month unless the written request is received during the last week of the month in which case the initial payment will be due the first day of the second month following the request (i.e., the initial payment of a payment plan requested during the last week in January will be due March 1)
- The balance remaining due after the initial payment will be paid in equal monthly installments to be calculated based on the duration of the plan
- The maximum duration of a payment plan will be six months unless the HOA's board of directors approves a payment plan of greater duration
- Each plan will be subject to a $10 monthly administrative fee payable to Alamo Management Group[3]

Default

All payment plans will be reviewed monthly on the last day of the month to ensure payments are not in default. A default includes any failure to timely pay the full amount payable under the terms of the payment plan. A homeowner who notifies Alamo Management Group in writing that a payment will not be timely made will not be considered in default if the homeowner pays the late payment the following month in addition to the payment required to be made that month.

[3] This is in addition to any interest or fee the HOA charges pursuant to the HOA's governing documents or otherwise approved by the HOA's board of directors