



87 READS WAY
NEW CASTLE, DE 19720
(302) 395-5684
newcastlede.gov

OFFICE OF FINANCE

November 30, 2022

Dear Maintenance Corporation,

New Castle County (NCC) currently has a program in which the County sends annual bills and processes payments on behalf of some Maintenance Corporations (MCs) for the MC dues or assessments that residents of the subdivision are required to pay. This program is not for civic associations, condominium associations, etc.; it is for Maintenance Corporations only.

MCs already enrolled in this program that wish to remain in the program for calendar year **2023** must complete, sign, and **return** the attached Annual Enrollment Contract by **February 10, 2023**. **Any MC currently in the program that does not return the Annual Enrollment Contract on time will not be eligible to participate in the program in 2023.**

MCs interested in joining the program for the **first time** must complete, sign, and return the attached Annual Enrollment Contract by **January 20, 2023**. The deadline for MCs that are new to the program is earlier than for MCs already in the program because of the time it takes to set up new MCs in our billing system. **Any MC not currently in the program that returns an Annual Enrollment Contract after January 20, 2023 will not be eligible to participate in the program in 2023.**

Instructions on becoming an approved vendor with NCC to receive remittances will be forwarded to you upon receipt of your completed contract. An ACH authorization form and a W-9 form will be required to complete the registration process.

New Castle County evaluates its billing service annually to determine the upcoming year's price. The Maintenance Corporation billing program has an annual "per parcel" fee to cover costs associated with providing the billing services. **The fee for 2023 is \$10.50 per parcel.**

As part of the Maintenance Corporation billing program, New Castle County will do the following:

- Print and mail bills for the annual MC assessment charges in March, using assessment amounts provided by each MC. The due date for the bills will be April 30. (If April 30 falls on a weekend or holiday, the following business day is the designated due date.)

- Add penalty once a month (using the penalty calculation provided by the MC) to principal amounts that are unpaid as of the last day of the prior month, and send past due notices in May, August, and November to owners detailing their unpaid balances.
- Make any authorized adjustments to assessment or penalty amounts. No adjustments will be made without a written request from an authorized member of the MC; except in correcting errors made by New Castle County.

Remit amounts received for each Maintenance Corporation by ACH based on the schedule below (pending weekends, holidays, and NCC's month end accounting schedule).

- February (for payments posted from November 1 to January 31)
 - May (for payments posted from February 1 to April 30)
 - June (for payments posted from May 1 to May 31)
 - August (for payments posted from June 1 to July 31)
 - November (for payments posted from August 1 to October 31)
- With each remittance, a report showing payments by customer for that period will be sent to the MC.
 - Note: Maintenance Corporations may also **periodically** request reports showing unpaid balances by customer.

All questions and concerns should be directed to:

- Primary contact:
 - Phone: (302) 395-5340, option 4
 - Email: NCCMainCorpBilling@newcastlede.gov
- Mailing Address:
 - New Castle County – Treasury
 - Maintenance Corporation Billing
 - 87 Reads Way
 - New Castle, DE 19720

Each Maintenance Corporation in the program must fulfill all the obligations listed below.

- MCs already in the County billing program must return a completed and signed Annual Enrollment Contract by **February 10, 2023**. If this is on a weekend or County holiday, the contract is due the next business day. The enrollment contract must be signed / initialed at each respective area, and every line item must be fully completed.
- MCs that are new to the program must return a signed, fully completed Annual

- Enrollment Contract by **January 20, 2023** and an ACH authorization form, and W-9 form by February 10, 2023. If this is on a weekend or County holiday, day, the contract and forms are due the next business day.
- MCs must provide the County with all current contact information for the MC in the Annual Enrollment Contract. The County will send this person all correspondence and communications regarding MC dues and assessments received.
 - MCs must provide the annual MC assessment amount to be charged for each parcel in the subdivision, as well as the penalty amount and/or interest percentage that will be charged for past-due principal balances.
 - All services for which MCs are charging in the annual assessment must be allowable according to applicable County and State laws.
 - Any adjustments to principal balances and/or penalty must be authorized by the MC in writing to NCC, unless it is to correct a mistake made by NCC.
 - It is the MC's responsibility to answer any questions about the annual assessments, penalty charges, and/or any other questions related to the charges on the bills. NCC will not answer these questions.
 - Collection of unpaid amounts is the responsibility of the MC. The County will not take any collections actions on unpaid amounts other than to send three past due notices per year as previously explained.

A final reminder of the deadlines:

- Maintenance Corporations that **are** already in the billing program must return the attached Annual Enrollment Contract by **February 10, 2023**.
- Maintenance Corporations that **are not** currently in the billing program but wish to join it in time for the March 2023 billing must return the attached Annual Enrollment Contract by **January 20, 2023**.
- **Maintenance Corporations not returning to the Billing program must submit the completed agreement with detailed instructions for the distribution of residual payments sent to the County by January 20, 2023.**

We look forward to assisting many Maintenance Corporations through this program.

Sincerely,

New Castle County Government
NCCMainCorpBilling@newcastlede.gov