

2023 Maintenance Corporation Billing program:

Annual Fee

New Castle County will not change the fee per parcel fee of \$10.50, this does not guarantee that there will not be a price increase the following year. This fee continues to help defray the County's costs for expenses that include paper, postage, and the administration of the program.

Bill Format

The annual and delinquent bills include the Maintenance Corporation public contact information provided on the registration forms. This will include the community's telephone number and email address. Many MC's have listed a personal email address as the public email for its community. We continue to recommend that each MC create a "generic" email address for the community so that personal information is not shared. If a new contact phone number is not provided, the 2022 information that was provided will be used.

Customer Service

NCC will be encouraging homeowners and any Realtors that request information to reach out to MCs directly so that they can answer questions related to the community's by-laws, payments made directly to the MC or the status of any delinquent balances.

Credit card payments

Due to unforeseen technology challenges the credit card platform could not be introduced in 2022 but we have it targeted for the 2nd half of 2023.

Please do not hesitate to contact us at NCCMainCorpBilling@newcastlede.gov with any questions, as we remain committed to supporting your current billing service needs.