

Credit control procedures FirstPort Property Services Scotland

The credit control procedures which are in place to recover all outstanding service charges balances, in a timely manner, are as follows:

- A reminder letter is sent to all owners 15 days after the original invoice has been issued. This requests the settlement of the service charge account to be made within 14 days.
- After 30 days have expired from the initial date of invoice, our Credit Control department shall issue our Letter of Intent which confirms to the resident that settlement of the service charge account has still not been received. This requests payment to be made within the next 7 days to prevent a late payment fee being allocated to the account in the sum of £36.00 and further action being instructed to recover the service charge balance.
- Our Credit Control department shall issue a Litigation Letter, should settlement of the service charge account not be received within the 7 days. This shall confirm to the owner a late payment charge has now been allocated and advises settlement should be received within 7 days to prevent the account being passed to our solicitors for legal action to commence.

Any service charge account which remains unpaid after 7 days of our Litigation Letter being issued, will be passed to our solicitors for recovery. All judicial and legal expenses which are incurred as a result of any legal action raised are applicable for payment by the individual and are not settled by FirstPort Property Services Scotland Ltd. These shall only be charged to the development account if the recovery process has been exhausted and the charges deemed as irrecoverable.

Should you require any further information on the above please do not hesitate to contact our Credit Control Department.

Property Factors Registration Number PF000095