

Billing & Payment Guidelines

1. Payment Deadlines & Options

To maintain seamless operations within *The Rise at Monterrazas*, all homeowners are required to settle their fees and dues on time.

Payment Deadlines:

- **Monthly Dues:** Due every **5th of the month**
- **Annual Dues (if applicable):** Due every **January 10**
- **Facility Reservation Fees:** Payable in full upon reservation
- **Other Charges (e.g., penalties, special assessments):** Due as indicated on the billing notice

Payment Methods:

Residents may settle their dues through the following convenient payment channels:

Bank Transfer / Deposit


- Bank Name: **BDO**
- Account Name: **Ella Chio**
- Account Number: **1234-56789-1122**
- Send proof of payment via email to **billing@therise.com** with the subject: [Your Name] - Payment Confirmation

Online Payment Portal (Recommended)

- Access the **Subdivision Community Portal**
- Navigate to **Billing & Payments**
- Select the invoice, choose a payment method, and complete the transaction
- Receive an email confirmation upon successful payment

Over-the-Counter Payment

- Pay directly at the **Homeowners Association Office** during office hours:
 - Monday – Friday: **8:00 AM – 5:00 PM**
 - Saturday: **9:00 AM – 12:00 PM**
 - Closed on Sundays & holidays

 **Reminder:** Always keep a copy of your payment receipt for reference.

2. Late Payment Penalties & Charges

To encourage timely payments and ensure smooth community operations, late payments will incur the following penalties:

- **Grace Period: Up to 5 days after the due date** (No penalty applied)
- **Late Fee: 5% penalty per month on overdue balances**
- **Disconnection / Service Restriction: Non-payment beyond 3 months** may result in temporary suspension of certain services, such as access to amenities and community events.
- **Legal Action: Accounts overdue for more than 6 months** may be subject to legal collection procedures.

 **For financial difficulties, homeowners must coordinate with the HOA office before the due date to discuss possible payment arrangements.**

3. Association Dues Breakdown

Your association dues contribute to the maintenance and enhancement of community facilities and services. Below is a general breakdown of where your payments go:

| Expense Category | Allocation |
|---|------------|
| Security & Guard Services | 30% |
| Maintenance & Repairs | 25% |
| Landscaping & Common Areas | 15% |
| Utilities (Water, Electricity for Common Areas) | 10% |
| Administrative Costs | 10% |
| Community Events & Improvements | 10% |

 **The HOA provides an annual financial report to ensure transparency in fund usage.**

4. Facility Reservation Policy

Homeowners may reserve facilities for private events. Please note the following policies:

- **Full Payment Required:** All reservations must be paid in full upon booking confirmation.
- **No Refund Policy:** Once the payment is made and the reservation is confirmed, **no refunds** will be issued for cancellations.
- **Rescheduling:** Requests to reschedule must be made at least **7 days in advance** and are subject to availability.

- **Security Deposit:** Some facilities may require a refundable security deposit for damages or extra cleaning fees.
- **Guest Limitations:** The number of guests should not exceed the stated capacity of the reserved facility.


✦ **Failure to comply with facility guidelines may result in additional charges or restrictions on future reservations.**

5. Contact & Support

For any billing concerns, payment verification, or facility reservation inquiries, please contact:

 **Homeowners Association Office:** +63 917 271 9114

 **Email:** billing@therise.com

 **Office Location:** Clubhouse, The Rise at Monterrazas

✦ **For urgent billing disputes, visit the HOA office during working hours.**