



MEMORANDUM

DATE : SEPTEMBER 01, 2025
TO : ALL PCVHAI MEMBERS
FROM : PCVHAI ADMINISTRATION OFFICE
SUBJECT : BILLING AND COLLECTION POLICY
CIRCULAR NO. : PCVHAI-CIRCULAR-2025-09-022

Effective **September 1, 2025**, the updated **Billing and Collection Policy** will be implemented to ensure timely payments and proper account management. Please be guided by the following procedures:

1. First Reminder Letter (FRL) - Thirty (30) days after the due date, the Property Management Office (PMO) must release a First Reminder Letter (FRL) to members with unpaid accounts. This will include a computation of the outstanding balance.

2. Second Reminder Letter (SRL) - If the delinquent member fails to make full payment within thirty (30) days of receiving the First Reminder Letter (FRL), the PMO shall issue a Second Reminder Letter (SRL).

3. Third Reminder Letter (SRL) - If the member still fails to make full payment within thirty (30) days after receiving the Second Reminder Letter (SRL), the PMO shall issue a Third Reminder Letter (TRL). This letter must include an updated computation of the unpaid account, reflecting any applicable penalties. It shall also serve as a seven (7)-day notice prior to the suspension of the following services and privileges, which include, but are not limited to:

- Use of amenities (Beach Club, Oasis and The Hilltop Clubhouse)
- Lot clearing services
- Any and all other services, privileges and facilities.

4. Final Demand Letter - If the delinquent member fails to make full payment within fifteen (15) days of receiving the Third Reminder Letter (TRL), the PMO shall issue a Final Demand Letter, duly signed by the Corporate Secretary. This letter will grant the member an additional fifteen (15) days to fully settle the outstanding balance. Failure to comply within the specified period will result in appropriate legal action, which may include the filing of a lien and/or referral to a third-party collection agency. The total amount due at this stage will already include any applicable late payment penalties.

For and on behalf of

PLAYA CALATAGAN VILLAGE HOMEOWNERS ASSOCIATION, INC.


ELEANOR G. BUGTONG
VILLAGE MANAGER