



THINGS TO KNOW FROM ACCOUNTS RECEIVABLE

- Utility Allowance are processed by the 28th of every month
- If rent is not received in our office by the 7th of every month, there is a \$10 late fee and you will receive a 14 day notice, which is an additional \$15 fee. Therefore, if you are late, you will be assessed \$25 in charges
- Chronic delinquency consist of being late two (2) times
- If you are processed for court for being chronically delinquent for any and all charges or for receiving a non-compliance, there is a summons fee of \$40 or \$45
- If you are processed for court, you must pay your past due balance including the next month charges. Any and all charges consist of rent, late fees, maintenance fees, etc
- If you are disputing any charges, you must contact your Asset Manager. The Asset Manager is the **ONLY** one that can waive any charges
- Voicemails will be returned within 48 hours
- For a repayment agreement, you **CANNOT** have had one for a year and will need 1/3rd down to set up a repayment agreement
- For more information including your account balance and contact information for your Prepaid card please visit www.springfieldhousingauthority.org

For repayment agreements, please contact the Accounts Receivable Clerk, **Nicole Fallen, to schedule an appointment @ 217-753-5757 Ext 227**