



## *Memo*

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To: Board of Directors  
From: Jeanene Weiss  
Date: November 12, 2021  
Subject: Consider Adjustment to Fees: Zia Faruqui, Account No. 055-6701-00

At the July 2021 Board Meeting, the Board requested a letter with assistance options be sent to all customers with arrearage amounts in excess of \$200.00. This letter was mailed to both landlords and tenants. Staff received some positive feedback from customers, however the District has not received any payments promised by these programs offering assistance to date.

Customers requesting to dispute late charges with the Board were advised that they may need to provide the Board with proof that they applied for and were denied funds with the programs listed on the letter.

Two customers asked to appear before the Board at the October 19, 2021 meeting however one of these customers, Zia Faruqui (Account No. 055-6701-00) did not appear. The Board asked to have this customer added to the November 16, 2021 agenda however, Staff has not been able to make contact with the customer and has left several voicemail messages. To date, Zia Faruqui has a balance of \$3,256.67 of which \$1,411.50 is for past due penalties. Since March 2020, there have been 2 payments totaling \$219.10 on the account.

This customer has been given a one-time courtesy past due penalty adjustment. This customer has a current mailing address on file and has also received a hang notice each month which does show the account balance and fee assessed. If the customer does not appear at this meeting, Staff recommends sending a registered letter with the details of the Board approved motion of a reduction of 25% of penalties should the account be paid in full within 7 days of the request.

055-6701  
Zia & Heather Perugi  
24180 Cresta Drive  
Crestline  
CA 92325.

29<sup>th</sup> June 2021

Ref:- Acc. No 055-6701-00

Dear Larré,

I am writing to you, to see if it is possible to do anything about the late charges which have become a large part of the debt we owe you.

I understand you may be able to bring this matter to the board of Directors for their consideration.

Covid 19 hit our household financially and I was unaware how large the late fees were, as I did not look at the bills due to stress.

055-6701.00

I am happy to make an arrangement with you as discussed by paying our bill on time, and paying \$50 per month towards the arrears. But the arrears are largely late fees which have compounded the whole debt. Hopefully you may be able to help us reduce this.

Yours sincerely

Zia & Hafsa Faruqi