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Lake County Recorder

June 16, 2009

To All User Account Holders:

The Lake County Recorder has, in the past, made available to the public what are commonly referred to as "house accounts".

With such accounts, users have historically deposited funds on account with this office and then drawn the balance down as costs are incurred for such services as public room printing and faxing of documents. In Lake County, providing house accounts has become increasingly time consuming and an administrative burden. As a result, changes are being made to the administration of house accounts.

It is not my intention to eliminate a program that is an acknowledged convenience to those that use this Office on a regular basis. The program saves each user a considerable amount of money in that those that print documents from the County Recorder's system pay only .10 per page, as opposed to having the County Recorder staff make copies and then be required to charge the user the State-mandated fee of \$2 per page.

Lake County cannot, however, be subsidizing, in any way, any of the costs associated with administering such a program. As a result, effective August 1, 2009 this office will implement a new program that will include monthly user fees, new account activation fees and, for those that expend more than the balance in their individual account and whose account as a result becomes "frozen", a re-activation fee.

The Ohio Revised Code requires that services be paid for at the time services are rendered. As a courtesy, this office has allowed users to prepay for copy and office services in advance of such services being actually rendered.

This office has attempted to monitor these "copy accounts" in order to ensure that there are funds available and that Lake County taxpayers are not extending credit to such copy account users since such a practice is not authorized by law. In the past, this office has attempted to notify users when an account reached a deficit position. As a result the office may have terminated, or frozen a user account, thus denying users the ability to print document images.

### **Existing User Accounts**

Existing user accounts will be required to:

1. complete an account holder application with this Office,
2. sign an account holder user agreement acknowledging the rules governing such a program.

Failure to comply with such a requirement will result in the user account courtesy being terminated effective August 1, 2009 by the Lake County Recorder.

### **Monthly Maintenance Fee**

This office will charge a monthly maintenance fee of \$5 to each house account with this office. This fee will be charged to the account holder's balance on the first of each month. The fee will continue to be charged until this Office is notified in writing by the account user to terminate the user's house account.

### **New Account User Set Up Fee**

Any new account users after August 1, 2009 will be charged a new user account set up fee of \$20 payable prior to an account being activated. Prior to August 1, 2009, for this fee will be waived for all existing house account holders.

### **Account Re-Activation Fee**

If an account becomes delinquent the Lake County Recorder will immediately freeze access to such account thus denying the account user the right to print from the County's record system. A re-activation charge of \$10 will be charged prior to re-activating the user's account. A second delinquency will result in the permanent loss of a house account with this Office.

### **One Week Account User Fee**

For those that are using the Office, and require the creation of a new user account but only for a short duration, a "One Week User Account" will be available for \$10. One week will be defined as seven calendar days including the day of account application.

### **Account User Responsibilities**

It is the responsibility of the account user to know the financial status of their respective house account. On a bi-weekly basis, the Office will attempt to publicly post the account balances of all account holders.

**User Account Statements**

This Office will mail or email monthly account statements to all account holders.

This Office will deliver services at not only the highest possible level, but the most cost effective as well.

Thank you for your cooperation and understanding as we further improve some administrative policies.

Sincerely,

Frank A. Suponcic, CPA, CFE, CFF

FAS/tvb