

### **Tips Learned for Cleaning up Aged Receivables**

- Send out credit and/or Balance Due notices around the 28<sup>th</sup> of the month so that tenants remember they have a credit or Balance Due.
- Use Zero Dollar Receipts when a credit matches a charge that can be cleared off.
- Each day during the collection cycle, print Receivable Aging Detail report and keep it on your desk. Use it as a reference for each payment received.
- Educate at Move-In: Thoroughly explain the amount owed each month; the rent collection timeline; and, fees / deposits due at move-in.
- At move-in, disclose the late fee policy.
- Always post charges before posting payments.
- Utilize Tenant Tech Form # C250 Balance Due Letter. Post as necessary on the first day rent is late.
- Utilize Tenant Tech Form X XXXX 3 DAY NOTICE. Post as necessary on the 8<sup>th</sup> calendar day of the month.
- Calculate the late fee for your residents; don't leave this to chance or inaccurate calculation.
- Send out balance due letters early with a short pay by date.
- Communicate directly with the resident about past due balances. Face-to-Face communication helps them feel the obligation more intimately.
- Without delay, if a maintenance request is likely to result in a charge to the resident, tell them when scheduling the repair rather than waiting to tell them only after the charge is assessed to them. Focus on resident responsibility so they understand 'cause and affect'.
- Follow up with phone call or second letters in a timely manner.
- Let people know that in order to renew the lease they need to have any old balance paid in full.

- Once a resident has contacted me about their balance, I keep notes on the latest balance due notice and give a friendly reminder call of the payment that is due.
- ALWAYS place a due date on the notice. Giving the Residents a due date creates a sense of urgency.
- Use both balance due letters if necessary, but only give them a week to pay, that way you get it taken care of more quickly.
- Stay on top of the notices
- Write off any credit/balance under \$5

#### **Timeline for Cleaning up Aged Receivables**

All late fees need to be posted to Yardi on the date they apply:

Conventional Housing	After 4 <sup>th</sup> Day of Each Month
HUD	After 5 <sup>th</sup> Day of Each Month
RD	After 10 <sup>th</sup> Day of Each Month

All 72 hours notices need to be served on the 8<sup>th</sup> calendar day of the month

#### **Timeline for AR Clean-Up Initiative Emails**

First SERC-Generated guidelines for managers regarding A/R clean-up to be sent to all managers on 6<sup>th</sup>

Second Aged Receivables Clean-Up Initiative email should be sent to all managers on the first Thursday after the 6<sup>th</sup>

Manager's Receivable Aging Detail reports with line item descriptions due Friday with weekly report