



## !!FIX YOUR COMPLIANCE ALERT RIGHT NOW!!

Repeated Compliance Alerts are not a good thing. There are only three possible excuses:

*"I don't know how to do it - please train me more."*

### EARLY TERMINATION FEES NOT CHARGED

#### What is the Compliance Alert?

Residents that do not fulfill the terms of their lease agreement are responsible for an early termination fee. This fee is owed in full before move-out.

#### Why did I receive this Alert?

A resident has been moved out prior to their Lease To date as contractually obligated and an early termination fee has not been charged to the account.

**NOTE:** Redbot will trigger at the time of move out if the account has not been charged "cancel" or "transfer" fee. Redbot will exclude employee accounts and military transfers

#### How do I resolve the Alert today?

Resolve through Deposit Accounting:

Function > Deposit Accounting

- Check the box to Include for either Early Termination Fee or Transfer Fee
- Enter the amount under column Charge Amount
- Select Post

Residents that are approved to transfer on site early should be assessed the "transfer" fee on the unit they are moving out from.

**NOTE:** In the event an early termination or early transfer fee is being waived, such as unit becomes uninhabitable, you can credit it back using charge code "LBWAIVE", with detailed notes as to why the fee is being waived. Supporting documentation for waiving the fee must be attached to the resident's account in Yardi.

Post	Close	Help
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Include	Charge Code	Description	Charge Amount	Credit
<input checked="" type="checkbox"/>	short	Short Term Lease Fees (04/2018)	50.00	0.00
<input checked="" type="checkbox"/>	evict	Eviction Legal Fees	150.00	0.00
<input checked="" type="checkbox"/>	utilserv	utilserv bill 30 days	3.62	0.00
<input checked="" type="checkbox"/>	water	water bill 30 days	15.38	0.00
<input checked="" type="checkbox"/>	sewer	sewer bill 30 days	34.42	0.00
<input checked="" type="checkbox"/>	pest	pest	5.00	0.00
<input checked="" type="checkbox"/>	rent	rent	594.00	0.00
<input checked="" type="checkbox"/>	short	short	50.00	0.00
<input checked="" type="checkbox"/>	late	Late Fees	95.00	0.00
<input checked="" type="checkbox"/>	trash	trash	7.00	0.00
<input checked="" type="checkbox"/>	late	Late Fees	95.00	0.00
<input checked="" type="checkbox"/>	sec	iSecurity Deposit credit		250.00
<input checked="" type="checkbox"/>	rent	Base Rent (05/2018) 7 days	134.00	
<input checked="" type="checkbox"/>	short	Short Term Lease Fees (05/2018) 7	11.00	
<input checked="" type="checkbox"/>	pest	Pest Extermination Fees (05/2018)	1.00	
<input checked="" type="checkbox"/>	trash	Trash Fee (05/2018) 7 days	2.00	
<input type="checkbox"/>	damage	Damage & Cleaning Fees	0.00	
<input checked="" type="checkbox"/>	cancel	Early Termination Fee	2,500.00	
<input type="checkbox"/>	seconf	Security Deposit Forfeiture	0.00	
<input type="checkbox"/>	transfer	Transfer Fee	0.00	
<input checked="" type="checkbox"/>	subterm	Utility Termination Fee	10.00	
<input checked="" type="checkbox"/>	utilserv	Utility Adminstration Fee	3.17	
<input checked="" type="checkbox"/>	water	Water Fee	15.00	
<input checked="" type="checkbox"/>	sewer	Sewer Fee	30.00	
			4,463.16	250.00

#### How do I make sure I never get this Alert again?

Charge and collect early termination fees prior to move out in accordance with their lease agreement.