

It's that time again, time to begin delinquency follow-up! The follow-up is done for all resident accounts with an overdue balance that have not already set up a payment arrangement. Once you have received your list of residents to call, it's time to get started!

Delinquency Checklist

Please be sure to document all contact attempts in the Organized UDFs on the resident's account under Official Delinquency Notes.

Categories should be listed as follows:

Payment Arrangement Sent (PA Sent)

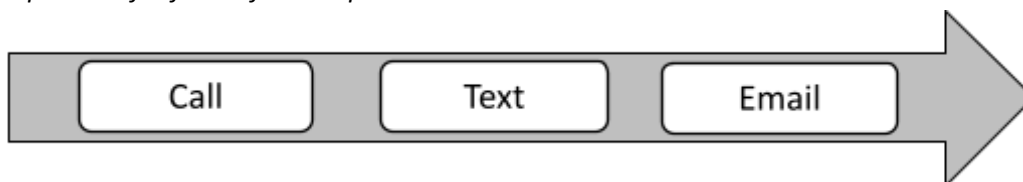
Verbal Payment Arrangement (VPA)

Left Voicemail (Left VM)

Sent Text (Txt)

Email

***If additional information is received, please provide an update to the Delinquency Specialist for future follow-ups*



Getting Started

Pull up the account for the first person on your call list.

Check to make sure there is still a balance owed on the account before starting your contact attempts

******All initial contact attempts are done in order to open the line of communication between Five Star and the residents to determine their plans for the rent payment. ******

If the account has been paid in full you will not need to take any further action. (if only late fees remain, please notify the Delinquency Specialist)

What you may need to know about the balance owed;

- Is a full rent balance owed?
- Is it a partial rent balance?
- Was there a previous owed balance on the account that is now an overdue rent balance?
 - o *If yes, please check the follow up delinquency notes in the Organized UDFs to see what contact and notification attempts have been made in regards to the balance owed. You can also check the resident History & Notes to see when the original email was sent to notify them of the balance owed.*

Once you have verified there is a balance owed on the account your will begin your contact attempts.

Step 1:

Call all adult occupants listed on the lease agreement (this includes the cosigner is there is a cosigner on the account)

- You are able to speak with one of the residents.
 - Example on how to begin the conversation;
 - *Hello, this is Name from Five Star Property Management, how are you doing today? I was just reaching out as it looks like there is currently an overdue rent balance one your account. I just wanted to touch base with you to see what your plans were for payment. (If possible, try to keep the conversation as a friendly reminder of a balance due)*
 - If they indicate they forgot the date and will submit the payment immediately- This is considered a Verbal Payment Arrangement (VPA)
 - Response example;
 - That sounds great! Please be sure to submit the payment before the end of the day!
 - They may request to set up a payment arrangement- Please see Setting up a Payment Arrangement
- You are unable to speak to the resident
 - If possible, leave a voicemail. If their voicemail box is full or not set up, please document the attempt
 - Example for a voicemail message;
Hello, this is Name from Five Star Property I am reaching out as it looks like there is currently an overdue rent balance one your account. I just wanted to touch base with you to see what your plans were for payment. Please contact our office before 3 pm to discuss your payment options, if necessary. If we do not hear from you, receive payment or have a signed payment arrangement by 4 pm a notice will be posted to the door and additional fees added to the account. Please be sure reach out to discuss your account or submit payment as soon as possible. You can reach us by phone by calling (208) 234-447. Thank you!

Step 2:

If you are unable to speak to one of the residents, send a text to all adult occupants of the property. There is a memorized message in the text broadcast system. (this includes the cosigner is there is a cosigner on the account)

- Write Click on the resident name -> select Add to Text Broadcast from the drop-down menu
 - In the left-hand corner of the box labelled Outgoing Message select your message type with a drop-down menu-> select Late Rent

Please be sure you are selecting the correct text scripting as there are multiple text options available regarding a balance on the account

- Once you have selected the message hit the Broadcast Button in the bottom righthand corner of the screen. Once a secondary tab has been opened your broadcast message has been sent.

Step 3:

Send the Delinquency Follow-up Email to all adult occupants (this includes the cosigner if there is a cosigner on the account)

- Right Click -> Write Letters -> Select Delinquency Follow up Email from the list of documents available.
 - o On the left-hand side of the screen select the option to Email All
 - Title the Email – *Overdue Rent Balance on Account*
 - Send to all email addresses on the account

Once you have made the attempts for all the residents on your list, please return your list to the Delinquency Specialist.

All the contact attempts need to be completed before leaving for lunch.

If you are unable to make all the contact attempts or have difficulties with your list, please be sure to notify the Delinquency Specialist for assistance

Setting Up A Payment Arrangement

Everyone is approved to send PA's with payment in full up to the 10th of the month.

- If PA exceeds the 10th of the month, send Resident to Delinquency Specialist or if resident has a payment arrangement request verify approval before sending.

Sending PAs

- Verify the total amount they owe. This is best observed in the transaction and payment screen on the resident page. All balances due MUST be outlined in the PA including
 - Rent
 - Month-to-month fee
 - Utility fee
 - Pet rent
 - Maintenance Charges added after the Rent was posted to the account
 - ***If they have late fees from the previous month, those need to be paid in full before we send new payment arrangement.***

After verifying total amount, prepare to send PA. You will need to know...

- Dates of payment
- Amount each date
- Total balance of late fees that will accumulate on the account until the rent has been paid in full
- Double check the resident's late fees
 - o Resident Screen -> Late Fees Tab -> If they are not the common \$50.00 on the 5th + \$10.00 each day they are not on a Five Star Lease Agreement. We **do not** waive any of the late fees. ***Regardless*** if the PA is signed before the 5th.

- Also check the **lease agreement** to ensure the late fees are listed correctly in the account.
- When the resident will pay off the late fees
- If they will be signing in person or on TWA (encourage TWA)

Sending a Signable Document

Right click -> Publish Signable Document -> Letters -> **Payment Arrangement Doc – Rent and Late Fees**

- Fill in full amount of rent owed
 - o This should include MTM fees, utility fee, and pet rent
- Fill in Late Fees they will owe
- Fill in how many dates it takes to pay off rent and late fees
- Additional terms should say “None” or any exceptions that are approved
 - o If they are setting up a payment arrangement by the 5th and it is signed and honored. Management will waive \$50.00 of late fees. **Include all late fees in the payment arrangement.** In the additional notes add the additional terms of the agreement.
 - Example of Additional Terms
 - *If the payment arrangement is signed by the 5th and honored, Management will waive \$50.00 of late fees. If not honored, resident will be responsible for the full balance of late fees.*

Reminders

- If signing in person print out PA instead of sending signable document. Process can also be completed in write letters under payment arrangement
- Late fees should be a specific date and are *due no later than the last day of the month*
- All exceptions should be listed in additional terms