



Best Practices

1 Can we take an account back from our current collection agency and submit it through AppFolio?

No, this is standard practice for Hunter Warfield across all customers. Cancelling accounts from a previous collections agency and placing the account with Hunter Warfield puts you and Hunter Warfield at risk of violating Fair Credit Reporting Act (FCRA) and Fair Debt Collection Practices Act (FDCPA) guidelines for consumer protection.

2 If the past tenant disputes charges after the original disposition is sent, are we required to wait on turning the account over to the collection agency?

No, if the consumer disputes the balance with you, you are not required to wait, but it's in your best interest to respond to the consumer in writing and record the documentation to provide to Hunter Warfield. Best practice would be to give the past tenant a week or so to respond to you.

If the account is delinquent, charges are valid and legally owed, and you have a sufficient response, you are welcome to turn over the account right away to the collection agency.

3 Can I make changes to an account once it's been turned over to collections?

Yes, you may make changes to an account once it is placed but this may result in the collection process starting over and/or put you at risk of violating Fair Credit Reporting Act (FCRA) and Fair Debt Collection Practices Act (FDCPA) guidelines. To make changes, contact Hunter Warfield Client Services at (866) 494-9902 and clientservices@hunterwarfield.com.