



# Debt Recovery

## 1 What is the average recovery rate?

Collection rates vary widely by portfolio and a variety of factors impact results. As a nationally licensed agency, Hunter Warfield will be able to pursue your accounts, no matter where the debtor resides. Hunter Warfield has a 30-year track record of consistently exceeding the national average recovery rate of 8-12% in the residential space.

## 2 How can I increase my chances of recovery?

Collection rates vary widely by portfolio and a variety of factors impact results. Nationwide average recovery rates tend to be low and decrease as accounts age. Some of the leading causes of debt, like economic factors and demographics, are out of your direct control.

However, there are steps you can take to help improve your chances of recovery, including:

- **Gather comprehensive information** during the application stage, including employer information and emergency contact, to help locate the past tenant after move out.
- **Adhere to internal best practices** for screening to reduce your risk of bad debt and increase your odds of recovery.
- **Implement consistent policies** on all delinquent accounts, as most problems occur when special cases are made to not adhere to internal best practices.
- **Keep complete and accurate data and supporting documentation** on your tenants in AppFolio to reduce the time spent resolving disputes and prevent delays in recovery.
- **Act quickly to turn over accounts to collections.** This is one of the most important factors in successful recovery. The older the account, the more difficult it tends to be to collect, so it's recommended to have an internal procedure in place to turn over delinquent accounts within 30 days, or once all reasonable internal efforts have been exhausted.
- **Be assertive, but also fair.** Any unnecessary friction between you and the former resident can hinder communication and resolution.