



Sending Accounts to Collections

1 When should I turn over an account to collections?

When you should place an account is relative to the actions you take internally to collect. Once all reasonable actions are complete, accounts should be referred immediately. The longer an account sits with no additional effort, the likelihood of recovery reduces significantly.

2 How long does it take to submit an account?

We've made it easy! The documentation and data needed to turn accounts over to collections is already stored in AppFolio. Click "Turn Over to Collections," and we automatically create a submission for you. Review it for accuracy and completeness, and Hunter Warfield will take it from there.

3 Are all types of properties eligible to use the service?

Single family, multi-family, and student housing property types are eligible to use the service. HOA, commercial, vacation, and Section 8 properties are not eligible to use the service at this time.

4 What do I need to send a past tenant to collections?

The primary documentation required to place an account is the signed lease agreement, including any renewals, and an accurate, valid tenant ledger. You will also need to provide some key information about the past tenants, such as SSN and date of birth. If you don't have this information, you will have the option to notify Hunter Warfield that this information is missing.

Additional information, such as an emergency contacts, forwarding address, or employer information, may help to increase your chances of recovery. Other optional supporting documentation include guarantor agreements, tenant release forms, judgment paperwork, detailed invoices, and written correspondence with the past tenant.



5 Why is the 'Turn Over to Collections' task not showing up on an occupancy?

Here is how to **ensure the account is eligible** to be turned over to collections:

1. The occupancy is past and there is a *move-out date*.
2. The balance is *greater than \$100*.
3. The move-out or most recent charge is *within the past 2 years*.
4. The occupancy is a *Residential Lease* (SFR, MFR, or Student Housing)
 - a. Section 8/HUD/Federally Assisted units are not eligible at this time.
 - b. Commercial, Mixed Use, HOA, or Vacation units are not eligible at this time.
5. The occupancy is *not hidden*.
6. There is at least one financially responsible, non-hidden tenant.
7. The occupancy status is not marked as "In Collections". You will also be asked to verify that the account has not been placed with another collections agency.

6 Are there options available for accounts older than 2 years?

No, this is standard practice for Hunter Warfield across all customers. This ensures Hunter Warfield is working on accounts with higher likelihood of being collected. As debt ages, the likelihood of recovery reduces significantly.

7 How secure is the transmission of data and documentation?

Because of our direct integration with AppFolio, the transfer of data is protected and ensured by the highest levels of security available today.

8 How long from sending an account to collections does it take for the attempt of collections to start?

Assuming there are no holds assessed on the account upon coming into Hunter Warfield's system, scoring and evaluation of the account starts within 24 - 48 hours. After that, it is released to the collections floor.