



CHECKLIST FOR EVALUATING YOUR MULTI-HOUSING COLLECTION AGENCY



OTHERS

Is the agency a specialist in multi-housing collections?



Does the agency have an A+ and/or excellent BBB rating?



Will the agency provide custom reports?



Does the agency have a list of references?



Does the agency conduct consumer satisfaction surveys? If so, do they have high ratings?



Does the agency have a high collection rate on accounts that have a high credit score?



Does the agency provide a dedicated account manager for my account?



Does the agency train me on how to get the most insights from my monthly reports?



Does the agency provide tutorial information for property management companies to distribute to their property managers?



Does the agency have a high overall liquidation percentage?



Does the agency include gross recoveries and all agency fees in their reports so net revenue can be calculated?



Is the agency licensed in the state the past resident is living in, reducing legal exposure for my company?

