

2/15

Do you use a collection agency for past due rent and other tenant charges? If so, who?

Not now. Have used in the past but when the former tenant comes in to pay their debt because they want to move back in (or at another Agency), the collection agency wants their cut even though they had no bearing on the payment.

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Retail Merchants out of Lubbock

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For vacated tenants, we use TT Marketing, which is a part of Tenant Tracker. They keep 50% of what they collect, but we have been successful in recovering quite a few unpaid charges.

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ProCollect - two PHAs use

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Rent Recovery out of Houston

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our agencies uses our attorney for all of our fraud collections

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We file in Justice of the Peace Court - but not very successful

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For board approved write offs we will now use Credit Bureau Services, Association (AKA CBSA Collection) (Formerly was Centroplex but they were bought out)