



Tenant Tracker, Inc. Subscriber NEWSLETTER

4th Quarter

December '03

Hours of Operation

Winter Hours (Central Time):

Monday - Thursday	8:30 am - 7:30 pm
Friday	8:30 am - 6:30 pm
Saturday	9:30 am - 5:30 pm
Web Access Daily	1:00 am - 11:00 pm

Office Closed for Holidays

Christmas

Thursday, December 25th

New Year's Day

Thursday, January 1st



Updating Collections

When you need to update or alter a collection account that you have previously submitted, please use a Collection Update Form. Do not submit another Combined Reporting Form.

The Combined Reporting Form is used for new move outs only. A copy of the CRF is on the back of this newsletter. To get a copy of the Collection Update Form or any of our other forms visit the Member's Only section of the website and print them on your printer, or, call Client Services at 1-800-658-9369 x 507 and they will be happy to send you any forms you need.

"Our mission is to help you do your job and reduce the workload and stress for your onsite staff."

Please call us at extension 507 when you need our help.

Collecting Bad Debts:

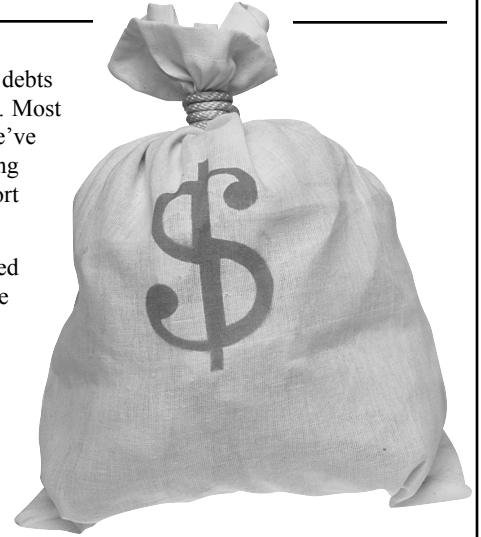
Tips on submitting collections and reports on former residents.

The most important thing to remember about collecting bad debts is that you probably won't collect what you don't submit. Most of the time when a debtor finally pays up, it's because we've prevented them from renting another place, buying a car, or getting some other kind of credit - and that won't happen if you don't report your bad debts.

To submit bad debts for processing simply use the Combined Reporting Form provided on the back of this newsletter, or use the online version in the Members Only section of the website. Please notice that the form has three main sections. On the left side is the general information about your former resident and their performance at your property. On the right is the TT Marketing Collection Agreement section that is used only if you want us to send the debt to a collection agency to be collected. At the bottom is the section for your property information and signature.

Every time you report a bad resident to us you must completely fill out the left and bottom sections of the Combined Reporting Form. If you fill out and sign the TT Marketing Collection Agreement on the right, the debt will be submitted to all 3 credit bureaus and a collection agency will begin making efforts to collect the debt on your behalf. To prevent any delays in processing, and to give yourself the very best chance of recovering the debt please be sure that you:

- Total all of the amounts owed in the collections section correctly.
- Mark the appropriate box indicating how you would like to handle the collection fees.
- Sign both the collections section and the authorization statement at the bottom.
- Include all of the resident's identification information.
- Include the address where the debt occurred and the correct move out date.
- Provide a forwarding address if at all possible.



New tools online help you to easily track and update all of your collections files.

Be on the lookout for new online tools to appear in the next month that will help you manage your collections files. One of the most important of these will be the accelerated rent list. Check this list occasionally to look for collections that you submitted with a high charge for accelerated rent.

Once a collection account with a large amount of accelerated rent becomes 6 months old, it will appear on this list to remind you to go back and revise the accelerated rent amount. When you see a collection on the list just look up when you re-rented the residence,

re-calculate the accelerated rent, and click on the account in the list to revise the charged amount.

Remember - you are legally required to keep your accounts accurate. In addition, if the debtor later wishes to pay the debt but disputes the amount, you may lose out on the charges completely if you can't determine when the residence was re-leased. You can only collect charges that your documentation supports.

As always, Client Services is just a toll-free call away at 800-658-9369 x 507 if you need help with the new tools or any of our services.



Combined Reporting Form

PIN: _____

800-658-9369

WARNING: Legal actions may be initiated for providing false information. Report only information that can be supported by your written records or sworn testimony. Correct and legible identification is required for processing.

Resident Verification Data

Resident's Name: _____
last first initial

SS #: _____ Birth Date: Yr: ____ Mon: ____ Day: ____

DL #: _____ State _____

Forwarding Address:

street apt# city state zip

Co-Resident's Name:

(Joint Account) last first initial

SS #: _____ Birth Date: Yr: ____ Mon: ____ Day: ____

DL #: _____ State _____

Forwarding Address:

street apt# city state zip

Move-out Date: _____ Apt.#: _____

Address of Dwelling Rented to Tenant:

street apt# city state zip

Place a check mark in the space(s) that apply:

- 0) ___ Good tenant. Would rent to them again. **OR:**
- 1) ___ Tenant was asked to vacate because of breach of lease.
- 2) ___ Tenant was evicted by judicial eviction proceeding.
- 3) ___ Tenant announced intent to skip-out.
- 4) ___ Tenant actually skipped-out prior to end of lease term.
- 5) ___ Tenant removed or abused property.
- 6) ___ Tenant violated rules (noise, pets undisciplined children, etc.)
- 7) ___ Tenant was late, or required notice more than once a year.
- 8) ___ Tenant failed to comply with maintenance, utility, or notice agreements.
- 9) ___ Tenant owes total amount of (include all sums owed): _____
- 10) ___ Tenant bounced check (NSF).
- ___ Other (explain, or comment on other side)

No items were disputed by the tenant, except item(s) # _____.
(Copies of any written data received from tenant on disputed items are attached).

TT Marketing, Inc., Collection Agreement

I agree to place this account with TT Marketing for collection processing. TTM will have the exclusive right to work this account. I will cease my collection efforts by referring all inquiries regarding collection to TTM for processing. I understand that if I choose to cancel my collection accounts with TTM, TTM shall retain the right to collect on accounts for thirty days from receipt of notice of cancellation. Accounts may not be canceled if fees due from on-site collections are still owing to TTM.

Breakdown of any amount owed:

Deposit:\$ _____ Notes: _____
Other:\$ _____ Notes: _____

Total Credits:\$ _____

Damages:\$ _____ Notes: _____
 Cleaning:\$ _____ Notes: _____
 Keys:\$ _____ Notes: _____
 Unpaid Rent:\$ _____ Notes: _____
 Reletting:\$ _____ Notes: _____
 Accel. Rent:\$ _____ Notes: _____
 Late Fees:\$ _____ Notes: _____
 Legal Fees:\$ _____ Notes: _____
 Other:\$ _____ Notes: _____

Total charges:\$ _____

Total amount now due:\$ _____ [Subtract credits from charges] as of (date) _____

All accounts are subject to collection fees. Check on to activate collection on this account:

- Add collection fees to the amount reported above because my contract or some operation of law allows me to charge the tenant for this expense.
- Do not add collection fees. Deduct your fees from the amount collected.

I have the authority to enter into this collection agreement with TT Marketing, Inc., and hereby authorize TTM to pursue collection of this debt in accordance with the terms of the "Tenant Tracker Subscriber Agreement," and those listed above.

Property Manager Signature: _____
signature required

Property Manager Data

Name of person signing below: _____ Phone: () _____
last first middle

Name of company managing the property: _____ Owner or Management Company (check one)

Address of above company: _____
street apt# city state zip

I certify that all of the above information is a correct and accurate account of this tenancy. I authorize the release of the tenant information in accordance with the Federal Fair Credit Reporting Act. I have been notified of my duties regarding the fair and accurate reporting of information under the Fair Credit Reporting Act. I understand that reporting false information to a consumer reporting agency (Tenant Tracker) is unlawful and subject to a fine of not more than \$2,500 per violation, or imprisonment of not more than two years, or both.

Signature: _____ Title: _____ Date: _____

NOTE: FOR EASY ACCESS TO YOUR RECORDS, YOU SHOULD KEEP A SEPARATE FILE FOR COLLECTIONS.