



# HindmanSanchez

## EVALUATING YOUR COLLECTION EFFECTIVENESS

### Association

Do you have a written collection policy?

Do you periodically communicate the collection policy and procedures to owners?

Do you obtain as much owner information as possible at each new closing?

### Management

Does your manager provide a monthly list of delinquent owners?

Does your manager provide an aging report of delinquent owners?

Does your manager provide a historical comparison of delinquencies from year to year or month to month?

Does your manager follow a standardized procedure for collecting unpaid assessments?

Does your manager track the costs of collection efforts versus dollars recovered?

Does your manager analyze the length of time from delinquency to payment in full?

Does your manager gather information on bank accounts, employers, etc. and forward it to your attorney when collection accounts are turned over?

Does your manager have an internal system to identify delinquencies and follow up per your established collection policy?

### Attorney

Does your attorney provide you with a monthly status report?

Does your attorney know and follow your collection policy?

Does your attorney make recommendations, including more aggressive collection action, when appropriate?

Does your attorney provide you with copies of pleadings and correspondence?

Does your attorney know what his or her authority is regarding your collections?

Does your attorney track fees and costs charged versus dollars collected?