

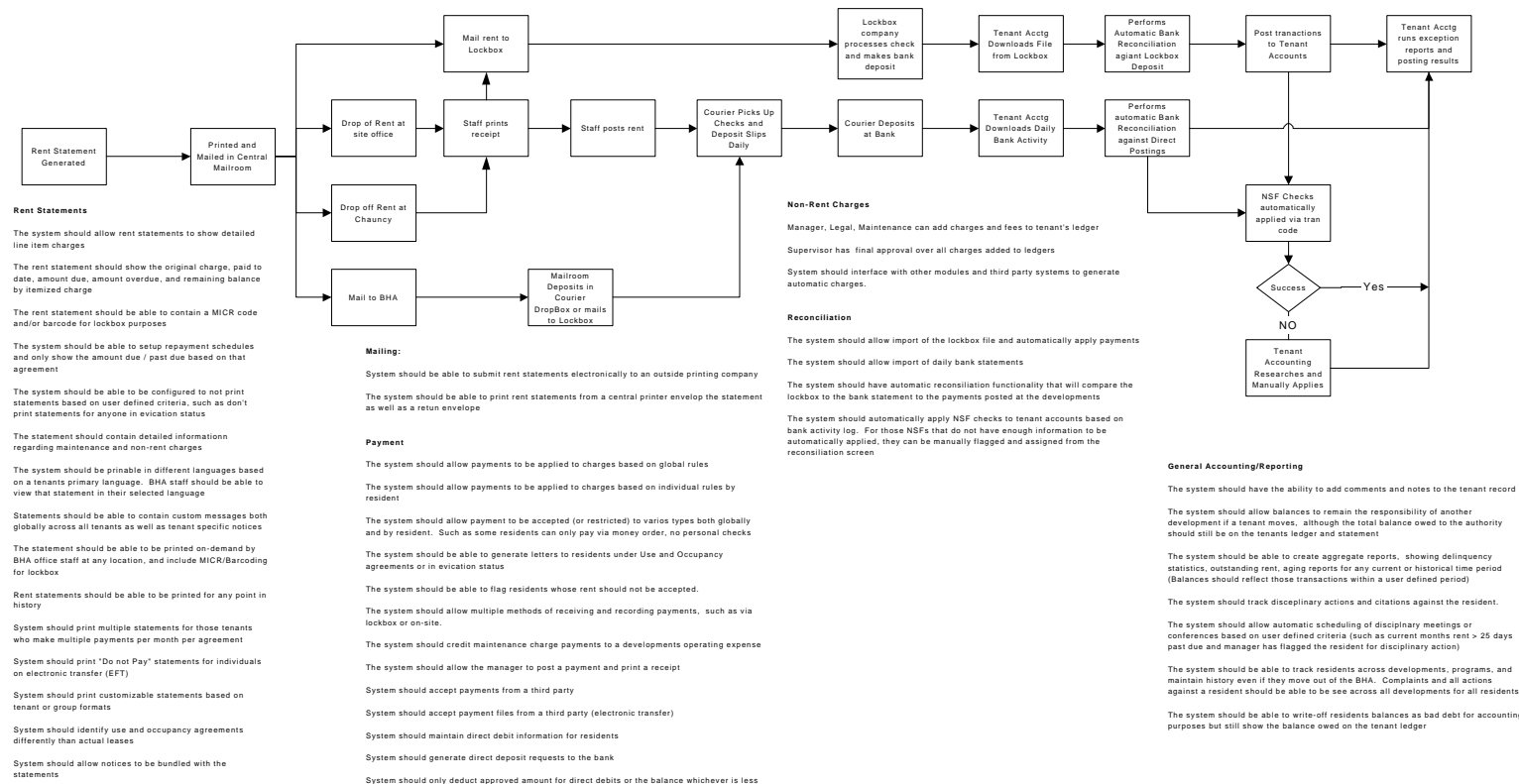
# Public Housing – Rent Collection:

## Overview

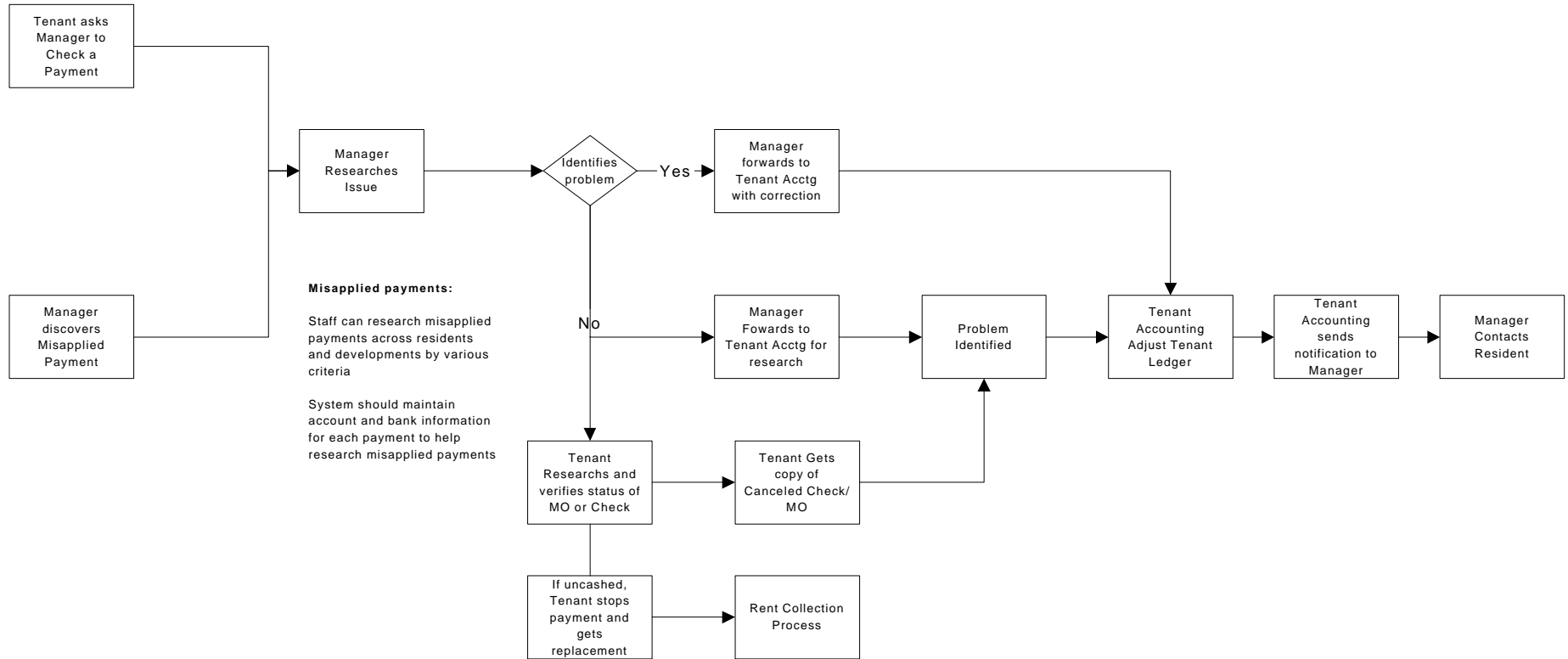
Currently, the BHA generates and mails approximately 10,000 – 11,000 rent statements per month. The actual collection process is currently managed via a lockbox collection system, which downloads into the CCS Tenant Accounting module (approximately 12,000 – 13,000 receipts per month). While this provides the necessary financial controls, production of customer receipts and payment tracking when checks are hand-delivered to the site creates an extensive manual burden for on-site staff. The BHA is seeking a system which will provide the necessary financial controls maintained by the lockbox system while also making on-site payment tracking and receipt production easier. This system must also allow commercial rents to be tracked.

## Future Workflow Process Maps:

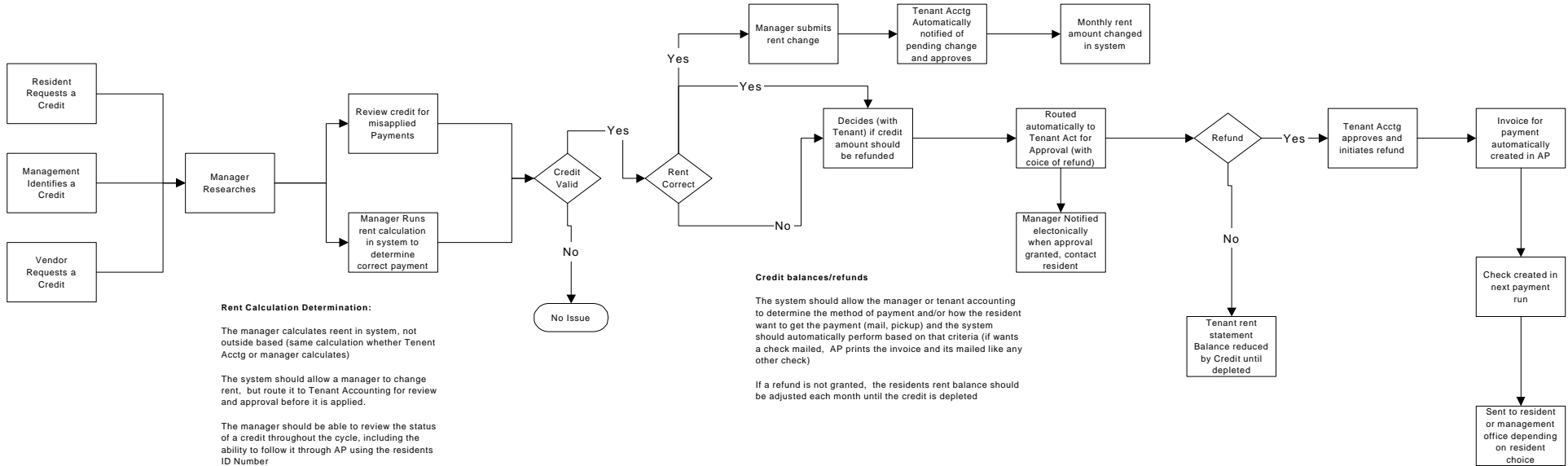
### Rent Collection



### Misapplied Payments



Credit



No.	Process	Requirement Description	P*	Comments
1.	Rent Statements	The system should allow rent statements to show detailed line item charges	1	
2.	Rent Statements	The rent statement should show the original charge, paid to date, amount due, amount overdue, and remaining balance by itemized charge	1	
3.	Rent Statements	The rent statement should be able to contain a MICR code and/or barcode for lockbox purposes	1	
4.	Rent Statements	The system should be able to setup repayment schedules and only show the amount due / past due based on that agreement	1	
5.	Rent Statements	The system should be able to be configured to not print statements based on user defined criteria, such as don't print statements for anyone in eviction status	2	
6.	Rent Statements	The statement should contain detailed information regarding maintenance and non-rent charges	1	
7.	Rent Statements	The statement should be printable in different languages based on a tenants primary language. BHA staff should be able to view that statement in their selected language and English	3	
8.	Rent Statements	Statements should be able to contain custom messages both globally across all tenants as well as tenant specific notices	1	
9.	Rent Statements	The statement should be able to be printed on-demand by BHA office staff at any location, and include MICR/Barcoding for lockbox	1	
10.	Rent Statements	Rent statements should be able to be printed for any point in history	2	
11.	Rent Statements	System should print multiple statements for those tenants who make multiple payments per month per agreement	3	
12.	Rent Statements	System should print "Do not Pay" statements for individuals on electronic transfer (EFT)	3	
13.	Rent Statements	System should print customizable statements based on tenant or group formats	1	

Legend:

<b>P*riority</b>	1 = Mandatory	2 = Important	3 = Nice to Have
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No.	Process	Requirement Description	P*	Comments
14.	Rent Statements	System should identify use and occupancy agreements differently than actual leases	1	
15.	Rent Statements	System should allow notices to be bundled with the statements	1	
16.	Rent Statements	System should allow the BHA to send rent statements to commercial tenants while maintaining a minimal amount of information	1	
17.	Mailing:	System should be able to submit rent statements electronically to an outside printing company	3	
18.	Mailing:	The system should be able to print rent statements from a central printer envelop the statement as well as a return envelope	3	
19.	Payment	The system should allow payments to be applied to charges based on global rules	1	
20.	Payment	The system should allow payments to be applied to charges based on individual rules by resident	1	
21.	Payment	The system should allow payment to be accepted (or restricted) to various types both globally and by resident. Such as some residents can only pay via money order, no personal checks	1	
22.	Payment	The system should be able to generate letters to residents under Use and Occupancy agreements or in eviction status	1	
23.	Payment	The system should be able to flag residents whose rent should not be accepted.	1	
24.	Payment	The system should allow multiple methods of receiving and recording payments, such as via lockbox or on-site.	1	
25.	Payment	The system should credit maintenance charge payments to a developments operating expense	1	
26.	Payment	The system should allow the manager to post a payment and print a receipt	2	
27.	Payment	System should accept payments from a third party	1	
28.	Payment	System should accept payment files from a third party (electronic transfer)	1	

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No.	Process	Requirement Description	P*	Comments
29.	Payment	System should maintain direct debit information for residents	3	
30.	Payment	System should generate direct deposit requests to the bank	3	
31.	Payment	System should only deduct approved amount for direct debits or the balance whichever is less	3	
32.	Payment	System should allow BHA to post commercial rent payments	1	
33.	Non-Rent Charges	Manager, Legal, Maintenance can add charges and fees to tenant's ledger	2	
34.	Non-Rent Charges	Supervisor has final approval over all charges added to ledgers	2	
35.	Non-Rent Charges	System should interface with other modules and third party systems to generate automatic charges.	3	
36.	Reconciliation	The system should allow import of the lockbox file and automatically apply payments	1	
37.	Reconciliation	The system should allow import of daily bank statements	3	
38.	Reconciliation	The system should have automatic reconciliation functionality that will compare the lockbox to the bank statement to the payments posted at the developments	3	
39.	Reconciliation	The system should automatically apply NSF checks to tenant accounts based on bank activity log. For those NSFs that do not have enough information to be automatically applied, they can be manually flagged and assigned from the reconciliation screen	2	
40.	General Accounting/Reporting	The system should have the ability to add comments and notes to the tenant record	1	
41.	General Accounting/Reporting	The system should allow balances to remain the responsibility of another development if a tenant moves, although the total balance owed to the authority should still be on the tenants ledger and statement	1	

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No.	Process	Requirement Description	P*	Comments
42.	General Accounting/Reporting	The system should be able to create aggregate reports, showing delinquency statistics, outstanding rent, aging reports for any current or historical time period (Balances should reflect those transactions within a user defined period)	1	
43.	General Accounting/Reporting	The system should track disciplinary actions and citations against the resident.	2	
44.	General Accounting/Reporting	The system should allow automatic scheduling of disciplinary meetings or conferences based on user defined criteria (such as current months rent > 25 days past due and manager has flagged the resident for disciplinary action)	2	
45.	General Accounting/Reporting	The system should be able to track residents across developments, programs, and maintain history even if they move out of the BHA. Complaints and all actions against a resident should be able to be seen across all developments for all residents	3	
46.	General Accounting/Reporting	The system should be able to write-off residents balances as bad debt for accounting purposes but still show the balance owed on the tenant ledger	1	
47.	Misapplied Payments:	Staff can research misapplied payments across residents and developments by various criteria	1	
48.	Misapplied Payments:	System should maintain account and bank information for each payment to help research misapplied payments	3	
49.	Rent Calculation Determination:	The manager calculates rent in system, not outside based (same calculation whether Tenant Acctg or manager calculates)	1	
50.	Rent Calculation Determination:	The system should allow a manager to change rent, but route it to Tenant Accounting for review and approval before it is applied.	1	
51.	Rent Calculation Determination:	The manager should be able to review the status of a credit throughout the cycle, including the ability to follow it through AP using the residents ID Number	1	

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No.	Process	Requirement Description	P*	Comments
52.	Rent Calculation Determination:	Retro-active rent or rental credits are automatically calculated based on effective dates	1	
53.	Credit balances/refunds	The system should allow the manager or tenant accounting to determine the method of payment and/or how the resident want to get the payment (mail, pickup) and the system should automatically perform based on that criteria (if wants a check mailed, AP prints the invoice and its mailed like any other check)	1	
54.	Credit balances/refunds	If a refund is not granted, the residents rent balance should be adjusted each month until the credit is depleted	1	
55.	Security	System access should be based on read or write access	1	
56.	Security	System access should be based on users by development or department	1	

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