

Unit Ready Date: _____

Deadline Date: _____

(3 months from Unit Ready Date)

NO CHARGEBACKS		
Zero Balance	Credit Balance	Arrears Balance
Pull ledger for file and highlight zero balance	PM Issues a cheque to HH or makes adjustments	PM sends arrears letter to HH including copy of ledger to last known address
Record MO date on front of folder (in red)	Pull ledger for file and highlight zero balance	EA to report arrears to NRH/ATH using the Former Tenant/Member Arrears Form and keeps in HH file
EA puts File in Finance file cabinet	Record MO date on front of folder (in red)	EA records arrears and puts in Arrears file cabinet
	EA puts file in Finance file cabinet	If/when account is paid and balance zero <ul style="list-style-type: none"> - PM pulls ledger and gives to EA - EA pulls file from Arrears cabinet - Send update to NRH/ATH - Record Zero Balance date on front of folder and put file in Finance file cabinet (ie.; Zero Balance–June 17, 2021) **
		Once account is paid in full, EA updates Move-outs With Arrears Log Sheet.

If arrears balance is **Written-Off**, make note of it on Log Sheet and print off Ledger showing Written Off Date. Record Written-Off date on front of folder (i.e.: Written Off Feb.2019). EA puts file in Arrears file cabinet. After 7 years, pull the file and give to PM to bring on-site and store it indefinitely in a cabinet marked for “Move-Outs in Arrears”.

** = **Zero Balance Date** is not always the same year as the actual move-out date. The Zero Balance Date determines which Financial Year End box the file is stored in.

Unit Ready Date: _____

Deadline Date: _____

(3 months from Unit Ready Date)

YES CHARGEBACKS		
CHBKs (applied) Zero Balance	CHBKs (applied) Credit Balance	CHBKs (applied) Arrears Balance
PM applies CHBKs and gives copies of CHBK invoices to Finance for posting to NV2	PM applies CHBKs and gives copies of CHBK invoices to Finance for posting to NV2. PM issues a cheque to HH	PM applies CHBKs and gives copies of CHBK invoices to Finance for posting to NV2
PM sends CHBK Letter to HH at last known address, including copies of all CHBK invoices and ledger	PM sends CHBK Letter to HH at last known address, including copies of all CHBK invoices, ledger and cheque	PM send CHBK/Arrears Letter to HH at last known address, including copies of all CHBK invoices and ledger
Copy goes to EA for file	Copy goes to EA for file	Copy goes to EA for file
Record MO date in front of folder	Record MO date in front of folder	EA to report any money owing to NRH/ATH using the Former Tenant/Member Arrears form and put in HH file
EA puts File in Finance file cabinet	EA puts file in Finance file cabinet	EA records arrears and puts in Arrears file cabinet
		If/when account is paid and balance zero - PM pulls ledger and gives to EA - EA pulls file from Arrears cabinet - Send update to NRH/ATH - Record Zero Balance date on front of folder and put file in Finance file cabinet (ie.; Zero Balance–June 17, 2021) **
		Once account is paid in full, EA updates Move-outs With Arrears Log Sheet.

If arrears balance is **Written-Off**, make note of it on Log Sheet and print off Ledger showing Written Off Date. Record Written-Off date on front of folder (i.e.: Written Off Feb.2019). EA puts file in Arrears file cabinet. After 7 years, pull the file and give to PM to bring on-site and store it indefinitely in a cabinet marked for “Move-Outs in Arrears”.

** = **Zero Balance Date** is not always the same year as the actual move-out date. The Zero Balance Date determines which Financial Year End box the file is stored in.