Yardi Voyager

Move Out Procedures

Notice ➡ Move Out ➡ Deposit Accounting ➡ Write Offs ➡ Collections

---

Table of Contents

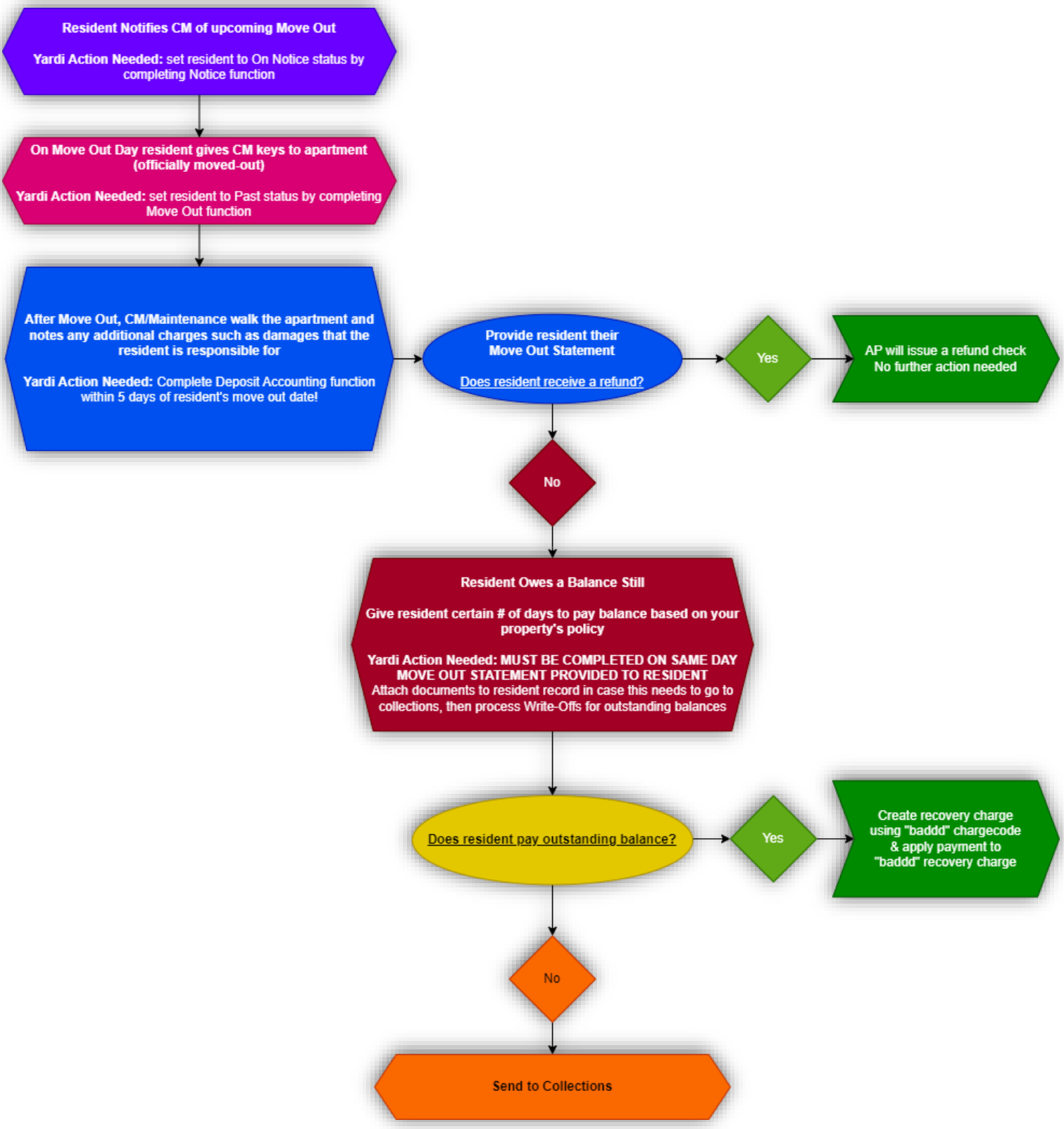
Move Out Procedures Flow Chart 1
Notice 2
Move Out 3
Deposit Accounting 4
Write-Offs 8
- Write-Offs: Rent 8
- Write-Offs: Subsidy 11
- Write-Offs: ALL OTHER CHARGES (non-rent and non-subsidy charges) 14

Past Resident Payments 18
Sending to Collections 20

Need more training? Check out https://apertoliving.yardielearning.com
Want to see more available Aperto guides? Check out https://employeeportal.apertopm.com
Have more questions? Submit a ticket at https://apertosupport.pravis.com/hc/en-us

Aperto

Move Out Procedures Flow Chart



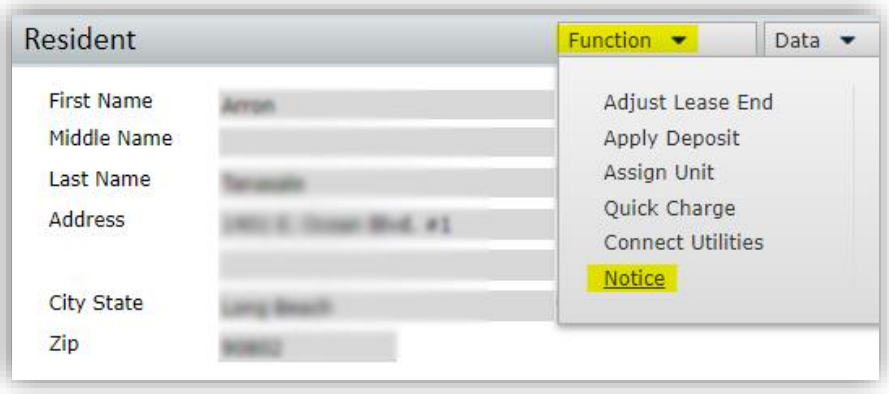
Notice

Once a resident has notified the Community Manager that they are planning to move out

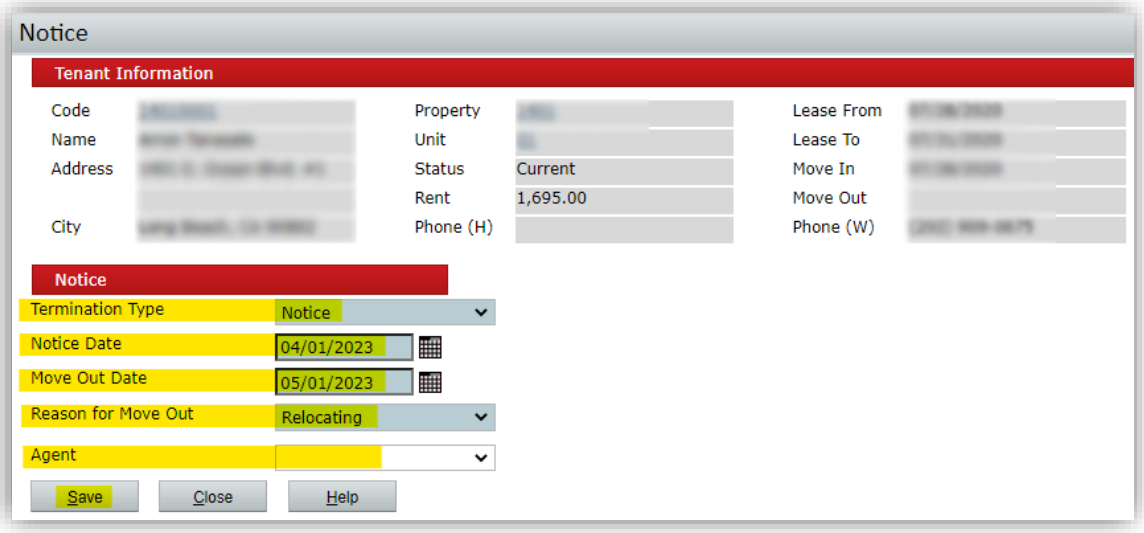
(And the resident has already been contacted to see if there are any reasonable options to retain their residency),

Then proceed with the following steps to place the resident On Notice.

1. Navigate to the resident screen in Yardi >> Function >> Notice.



2. Within the Notice screen, enter in the required information
    a. Termination Type
    b. Notice Date
    c. Move Out Date
    d. Reason for Move Out
    e. Agent



3. Click Save.

The resident will now show as a “notice” resident status in Yardi.

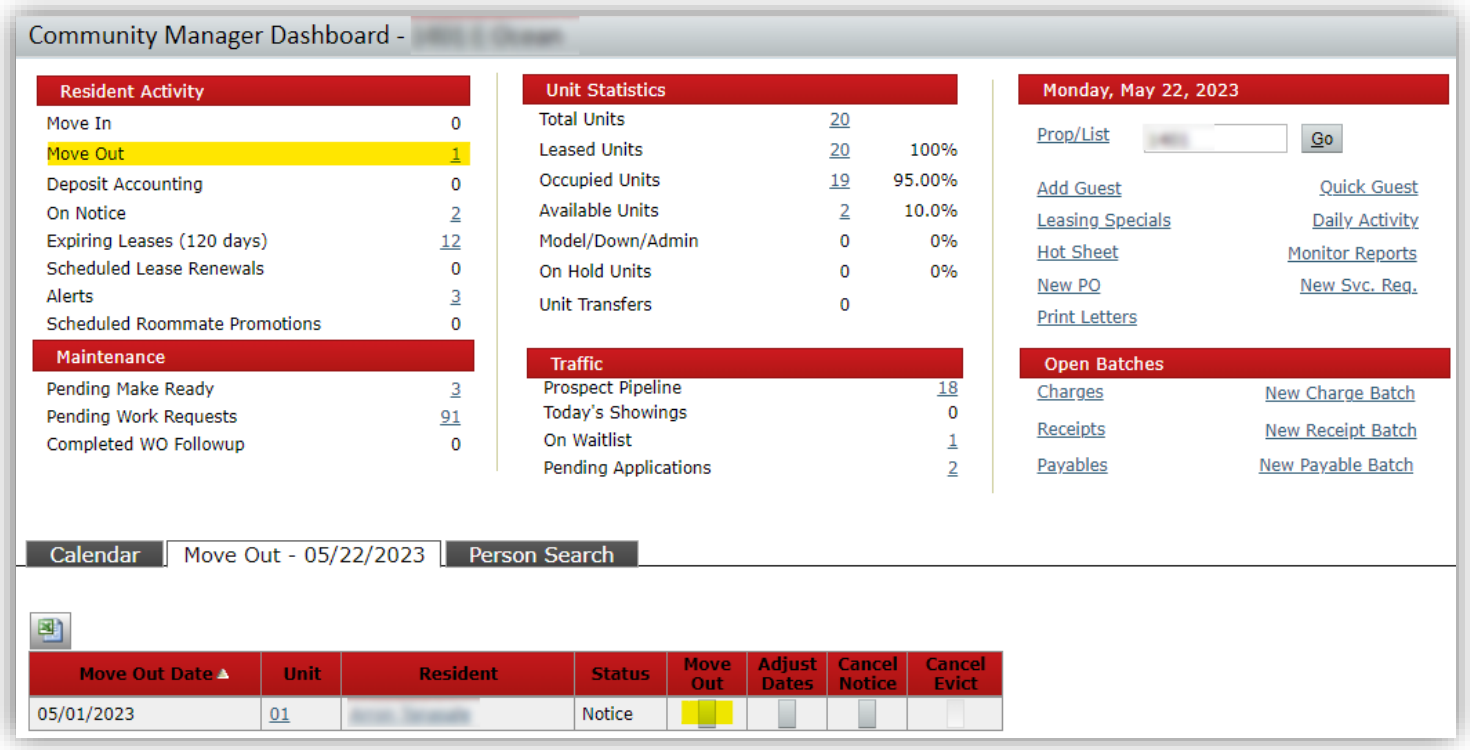
Move Out

A resident has officially moved out the day they provide management with keys to their unit, regardless of scheduled move out date listed in Yardi.

On the move out day, the day the resident hands in their keys, complete the following steps.

1. On the Community Manager Dashboard, click on the **blue** number next to Move Out.
2. Click the Move Out button for the resident.

   **Notice the other options to Adjust Dates (if the move-out date changed) or Cancel Notice.



3. Click OK for the pop-up asking, “Are you sure you want to move this resident out?”

The resident will now show as a “past” resident status in Yardi.

Deposit Accounting

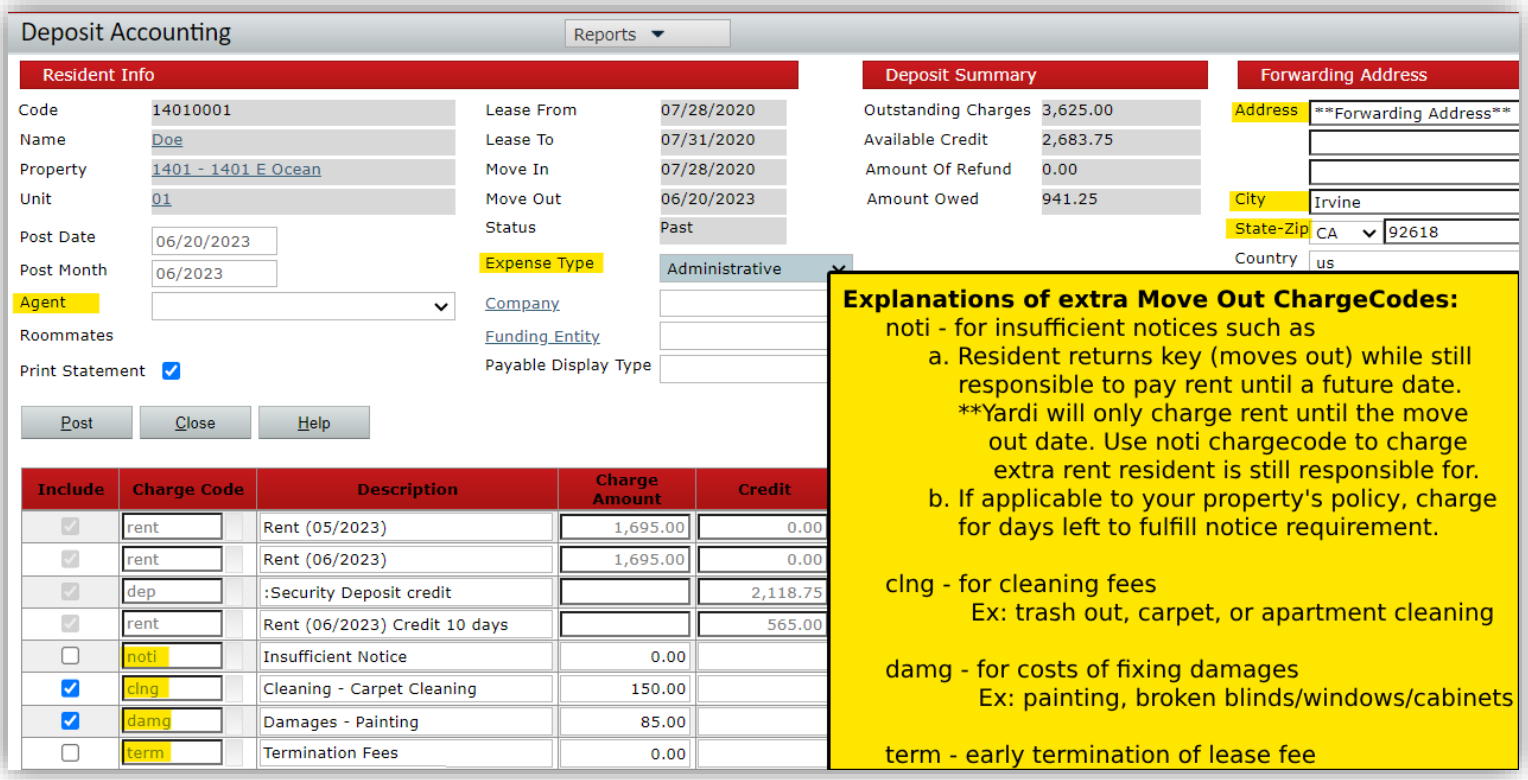
DO NOT MAKE ADJUSTMENTS TO THE RESIDENT LEDGER, all final changes to the resident ledger should be completed through the Deposit Accounting function or Adjust Deposit Accounting.

- ✓ When a resident moves out, it is our responsibility to walk the apartments and true-up the accounting ledger for the resident.
- ✓ Once we inspect the apartment after move-out, we will charge any additional charges that the resident is responsible for using the deposit accounting function.
- ✓ After posting deposit accounting, we will write off any outstanding balance.

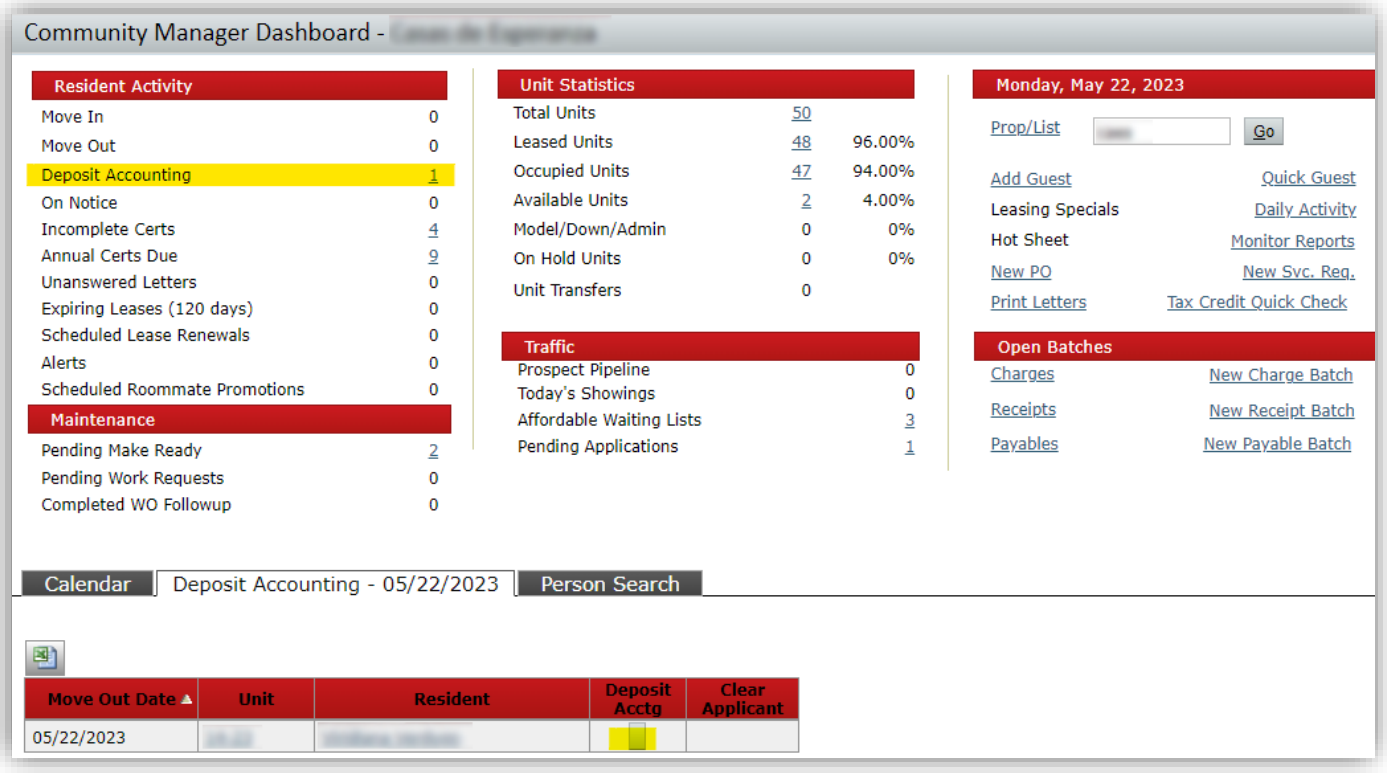
*Deposit Accounting **MUST** be completed within 5 days of resident's move-out date!*

The deposit accounting screen will include:

a) Prorated amounts (such as rent credits if moving mid-month)
b) Security Deposit credit
c) Any other outstanding unpaid charges
d) Extra lines to add damages/cleaning/insufficient notice charges if applicable.

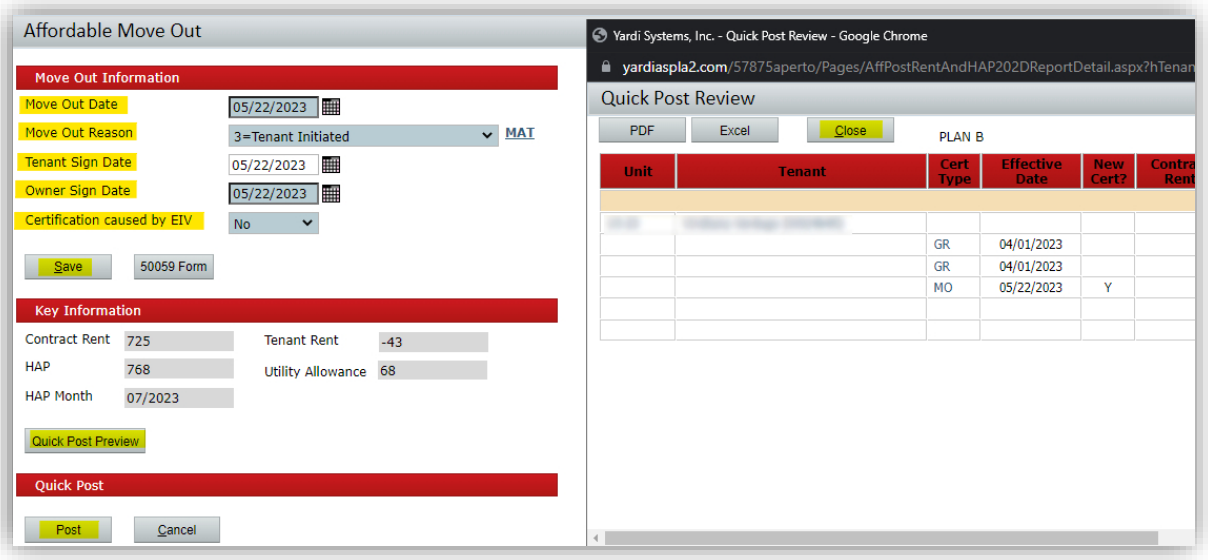


1. On the Community Manager Dashboard, click the **blue** number next to Deposit Accounting.
2. Click the Deposit Acctg button for the resident.



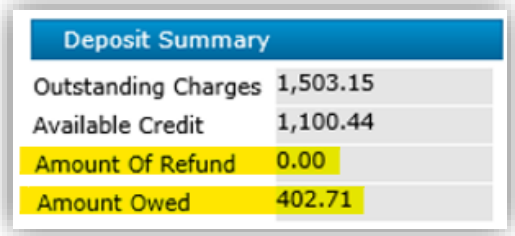
FOR HUD (50059) RESIDENTS ONLY: You will be navigated to the Affordable Move Out screen.

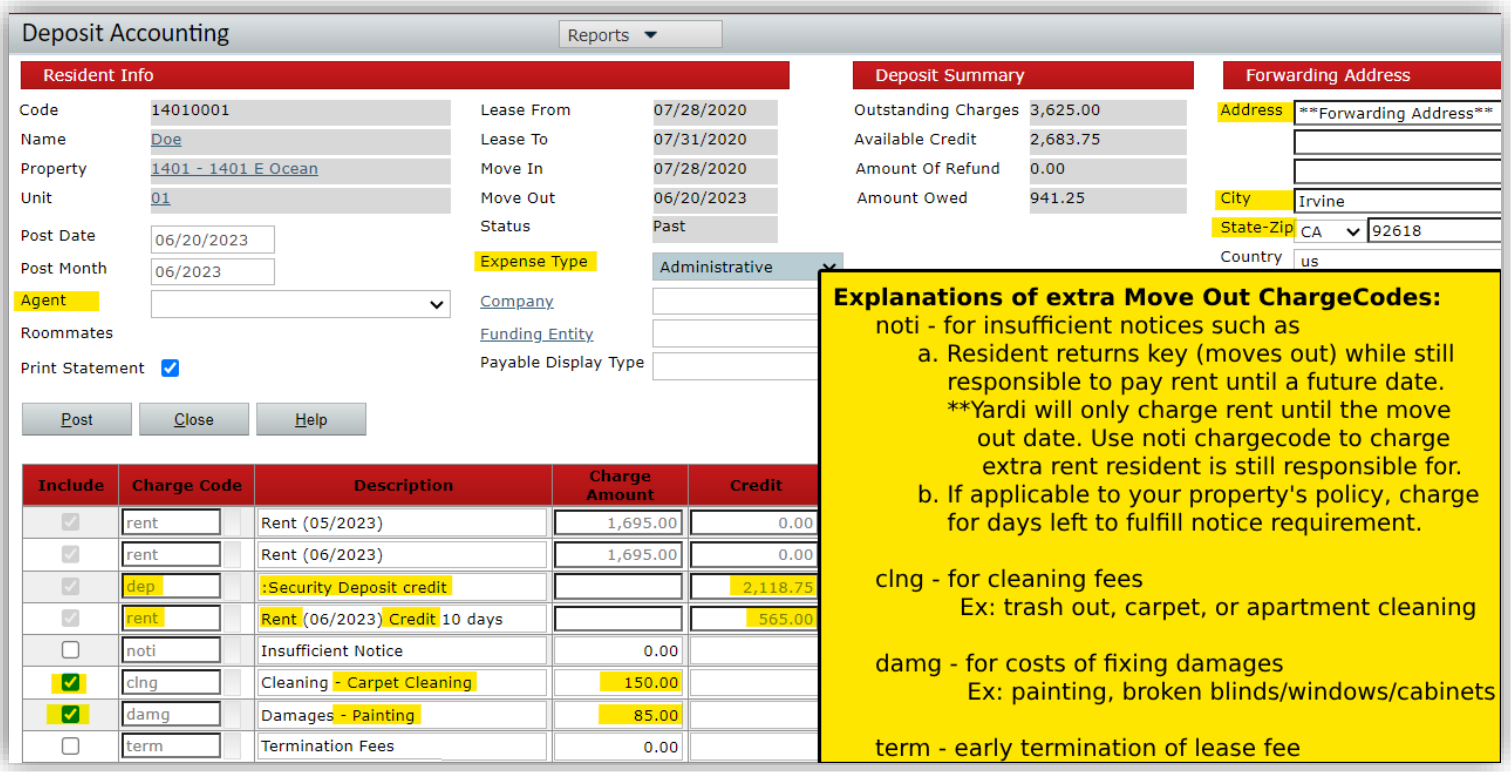
(1) Enter all required information and click Save.
(2) Click on “Quick Post Preview”.
(3) On the pop-up click Close.
(4) Back on the Affordable Move Out screen, click Post.



3. On the Deposit Accounting screen, confirm the following to ensure the **Amount Owed** & **Amount of Refund** is correct before posting:

   - ✓ The security deposit credit amount is the same as the total the resident actually paid in security deposits.
   - ✓ Total outstanding charges minus all applicable prorated credits equal the correct final prorate amount.
   - ✓ All additional damages/cleaning/insufficient notice fees are flagged as included with charge amounts entered.
   - ✓ The Forwarding Address has been updated.





**All additional damages/cleaning charges must be described in detail within the Descriptions for the resident to reference on the itemized Move Out Statement.

4. Flag Print Statement.
5. Click Post.

If there are additional charges you needed to add or adjust, you will use “Adjust Deposit Accounting” **immediately after posting Deposit Accounting. After posting the above, navigate to the resident screen >> Functions >> Adjust Deposit Accounting to post any additional charges or credits needed. Ensure you print an updated move out statement for the resident afterwards.

6. Deposit Accounting must be posted within 5 days of move out.
7. A copy of the Move Out Statement will come up that must be sent to the resident within 21 days of their move out along with

   a) A refund check (which will be issued by the AP team), if applicable.

   b) Invoices or receipts with the itemized statement, if applicable.
      If the deductions are for more than $125 (for example, cleaning/damages), the landlord must attach a copy of any invoices or receipts with the itemized (move out) statement. If the landlord or their employee did the work themselves, they must include a description of the work, how long it took, and the hourly rate they charged.
      Any rates must be reasonable.

If the resident will receive a Refund (refer to "Amount of Refund" on the previous page), then make sure you have the correct FORWARDING ADDRESS entered before clicking Post!

The refund information will be sent to the Accounts Payable team to issue the refund check.

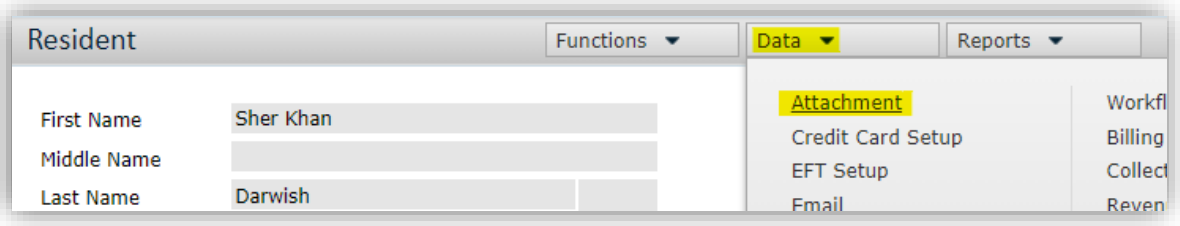
<u>If there is a balance owed instead of a refund, then proceed to the next steps:</u>

- Print 2 copies of the Move Out Statement.
- Print 1 copy of the Resident Ledger.
  (You will need a copy of the ledger with the final amount due on it in case this ends up going to Collections. Collections cannot accept the ledger after the write-offs have been done.)

One copy of the Move Out Statement must be sent to the resident immediately with how many days they are given to pay this balance before collections will be notified.

COMPLETE THE FOLLOWING BEFORE PROCEEDING TO WRITE-OFFS:

1. Save electronic versions of the following documents for this resident to your computer:
   a. Move Out Statement
   b. Resident Ledger (**before write-offs**)
   c. Rental Lease
   d. Rental Application
   e. Judgement (if obtained/applicable)
2. Navigate to the Resident screen >> Data >> Attachment.



3. Add and save these documents by using the "Upload" button.

Write-Offs

Write-offs should only be completed for PAST residents after move-out.
If you need to write-off any amounts for current residents, then please contact support.

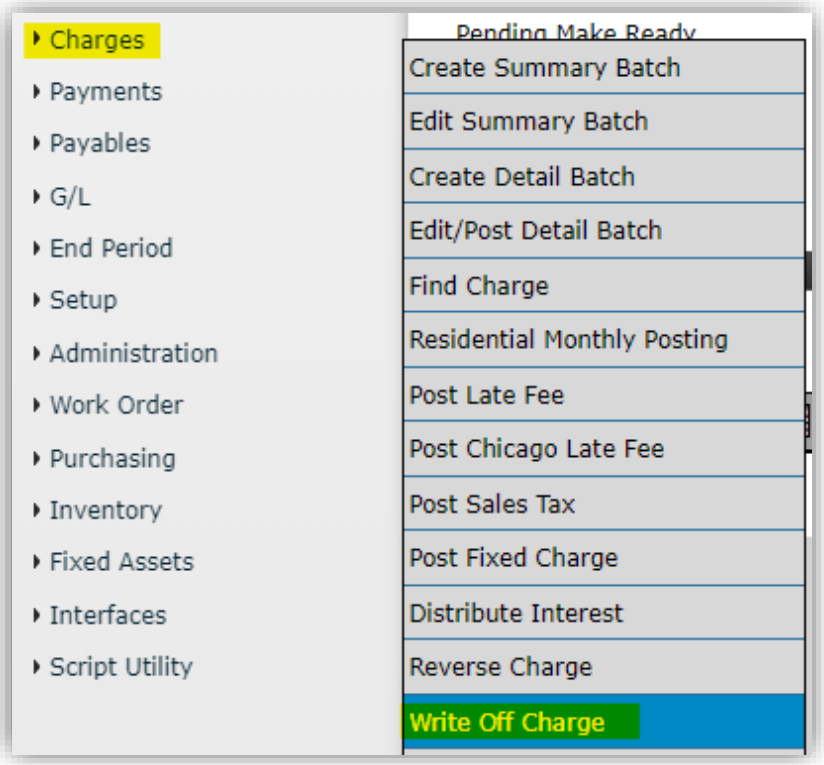
All unpaid charges should be written off after sending the resident their move out statement and prepping all attachments for sending to collections.

Write-Offs: Rent

If the Rent being written off is from an outstanding **rent charge from this year**, then rent should always be written off under chargecode "**LOST**".

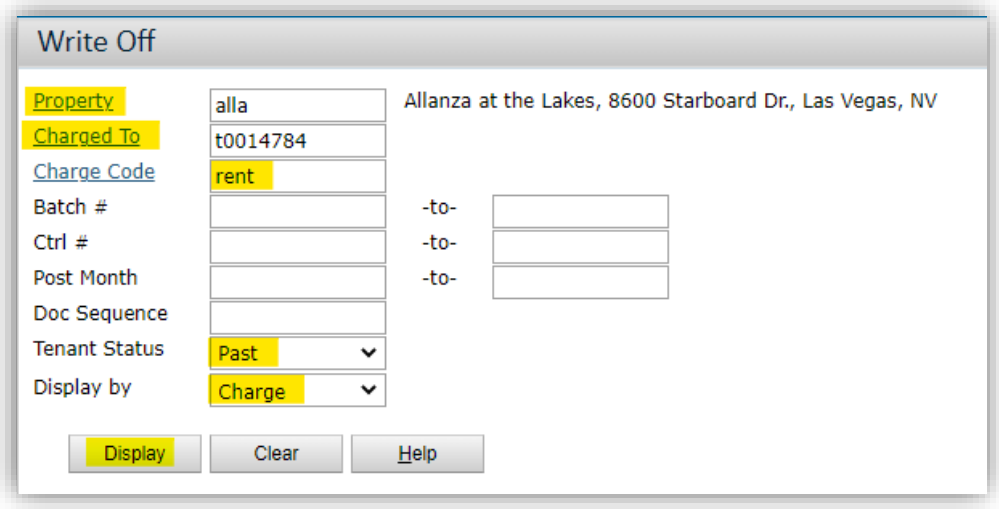
If the Rent being written off is from an outstanding **rent charge from a previous year**, then rent should be written off under chargecode "**PYLOST**".

1. Navigate to the left menu Charges >> Write Off Charge.



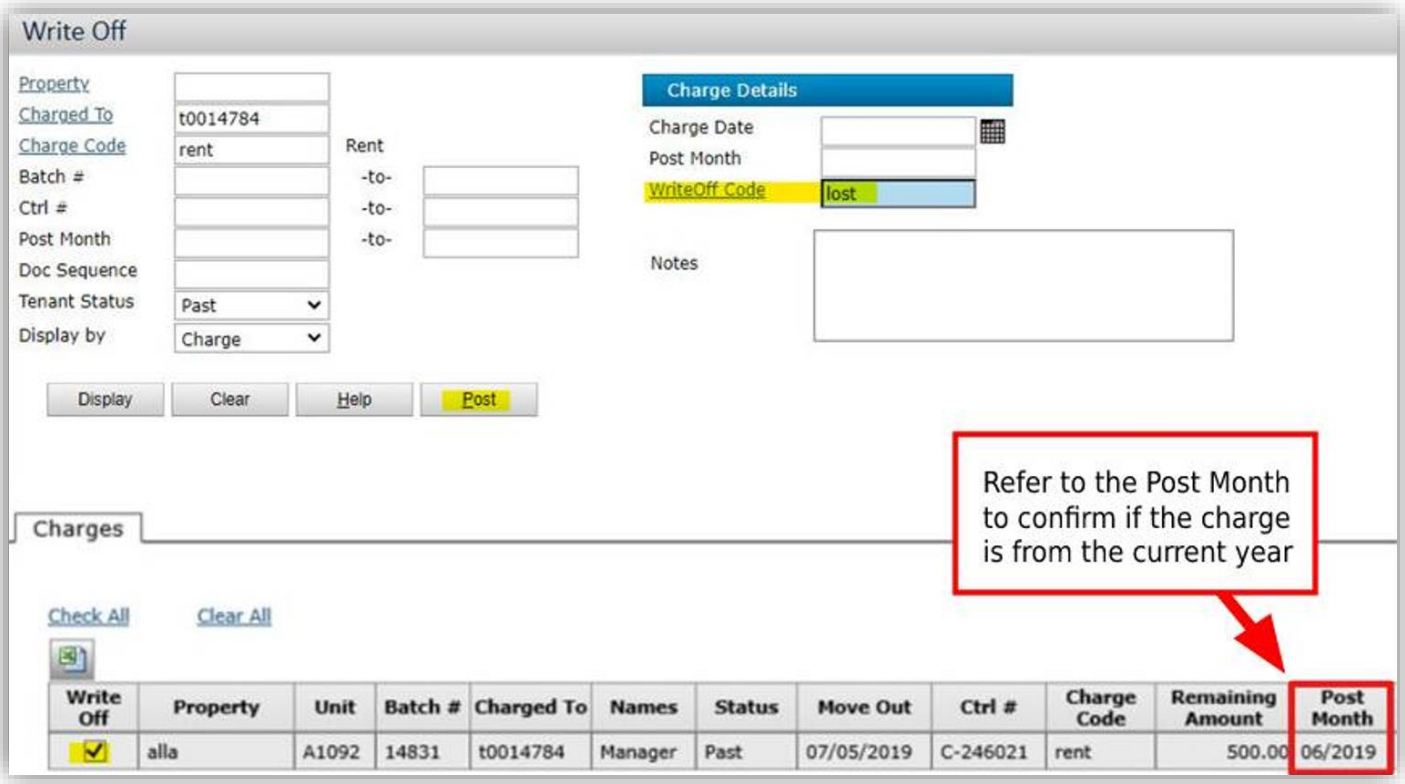
2. Within the Write Off screen, enter in the filters
    a. Property
    b. Tenant Code (Charged To)
    c. Charge Code should be "rent"
    d. Tenant Status should be "Past"
    e. Display by should be "Charge"

Click Display.

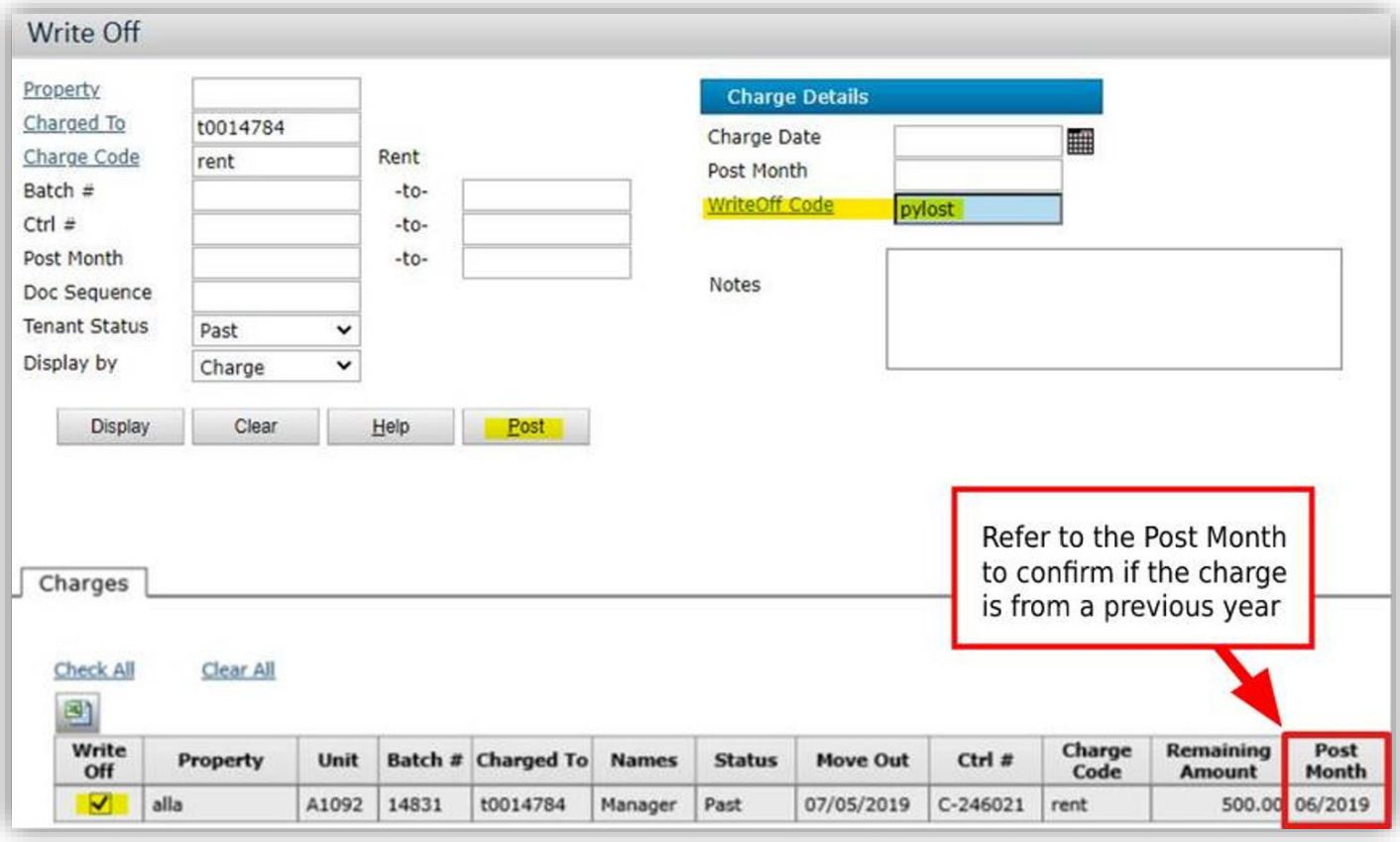


3. Select **WriteOff Code** depending on year of charges – Refer to the **Post Month** to determine which charges are considered this year (use "LOST") or the previous years' (use "PYLOST").
4. Select specific charges to write off by flagging the charge's "Write Off" column.

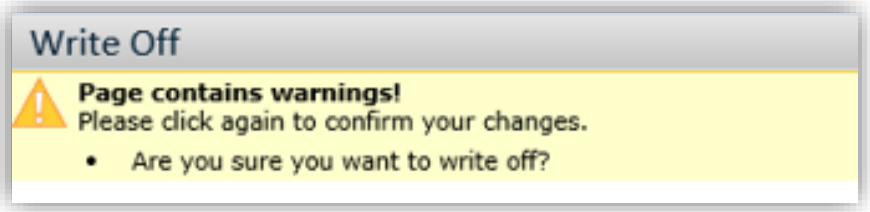
If the Rent being written off is **from this year**, then rent should always be written off under charge code "**LOST**".



If the Rent being written off is **from a previous year**, then rent should be written off under charge code "**PYLOST**".



5. Click Post.
6. The following warning message will appear "Are you sure you want to write off?" Click Post again to finalize.



If there are rent charges from both this year and a previous year, then you must do the write offs separately – first for previous year rent charges to writeoff code 'pylost', then current year rent charges to writeoff code 'lost'.

Write-Offs: Subsidy

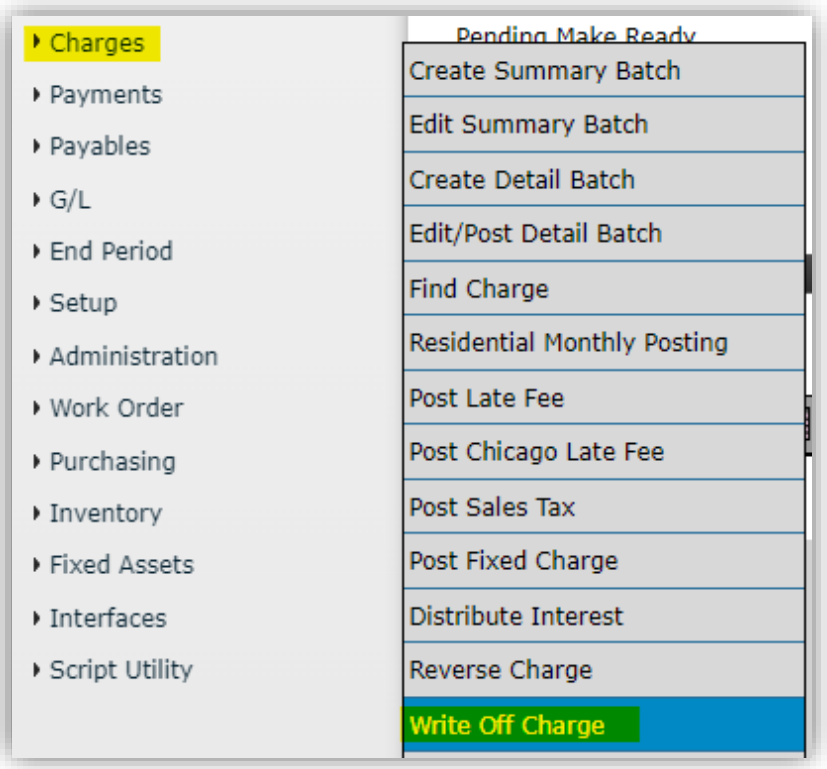
**The Housing Authorities that provide subsidy payments will continue to re-collect overpayments or pay outstanding subsidy from the resident's ledger for up to 6 months after move-out. Therefore,

Do NOT complete these steps for Subsidy until 6 months after the resident's move-out date!

If the Subsidy being written off is from an outstanding **subsidy charge from this year**, then subsidy should always be written off under chargecode "**LOST**".

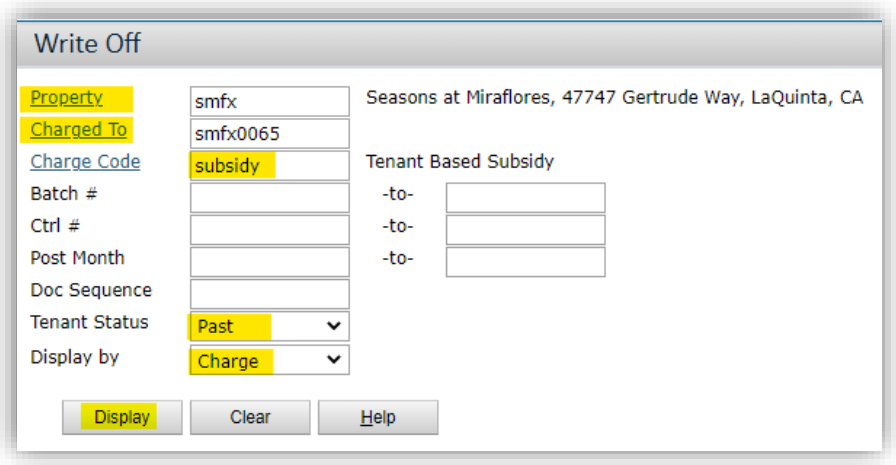
If the Subsidy being written off is from an outstanding **subsidy charge from a previous year**, then subsidy should be written off under chargecode "**PYLOST**".

1. Navigate to the left menu Charges >> Write Off Charge.



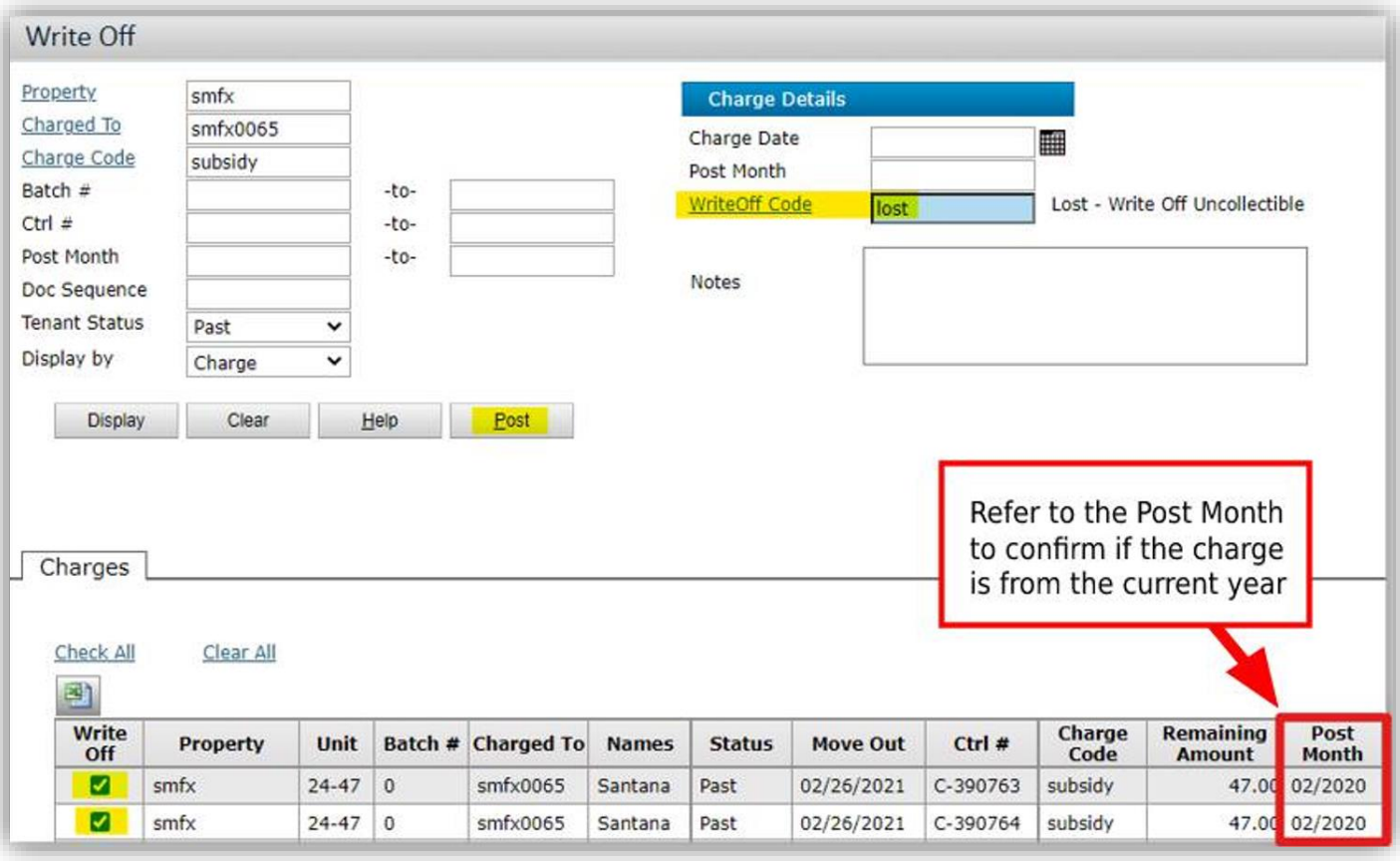
2. Within the Write Off screen, enter in the filters
    a. Property
    b. Tenant Code (Charged To)
    c. Charge Code should be "subsidy"
    d. Tenant Status should be "Past"
    e. Display by should be "Charge"

    Click Display.

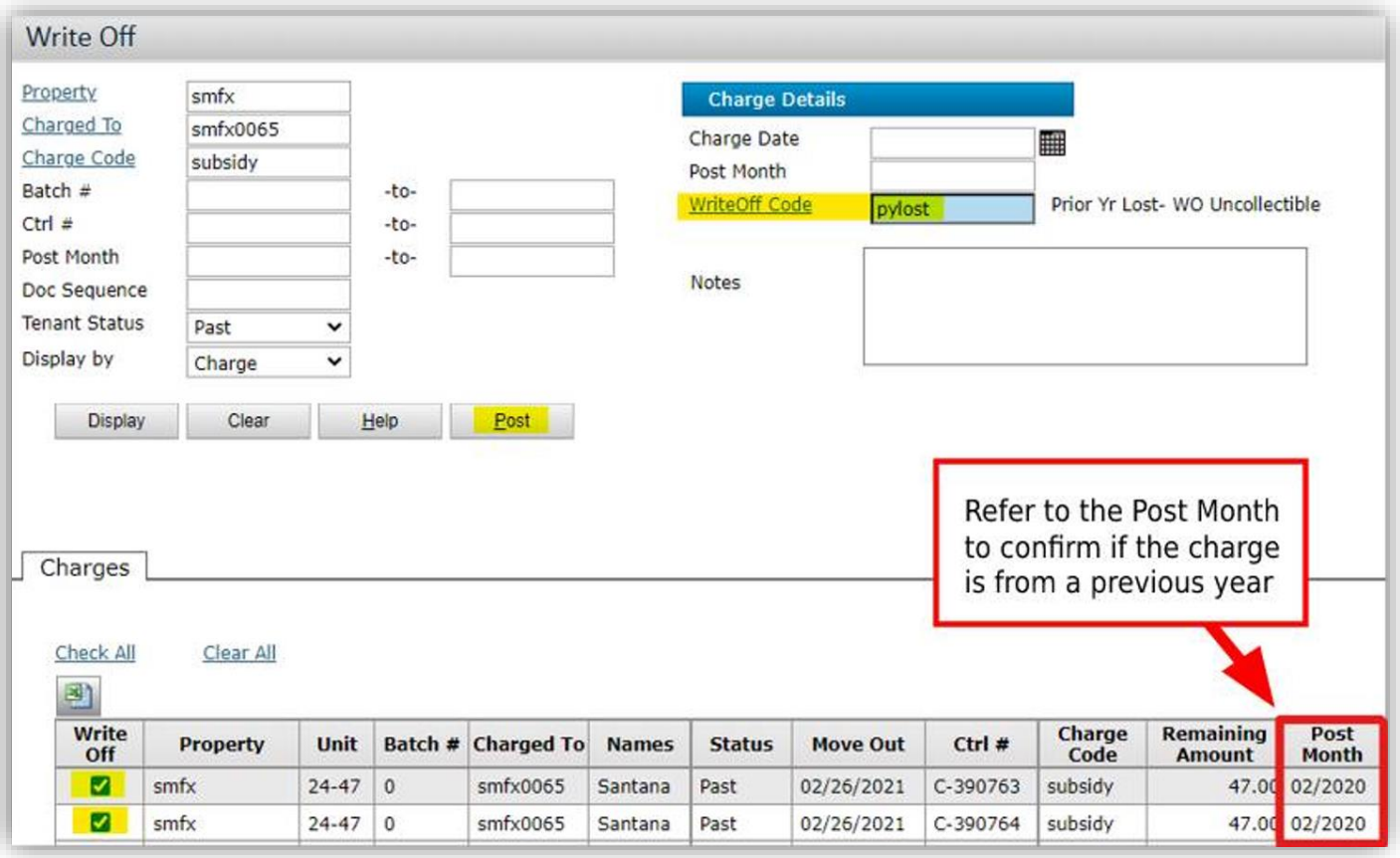


3. Select WriteOff Code depending on year of charges – Refer to the **Post Month** to determine which charges are considered this year (use "LOST") or the previous years' (use "PYLOST").
4. Select specific charges to write off by flagging the charge's "Write Off" column.

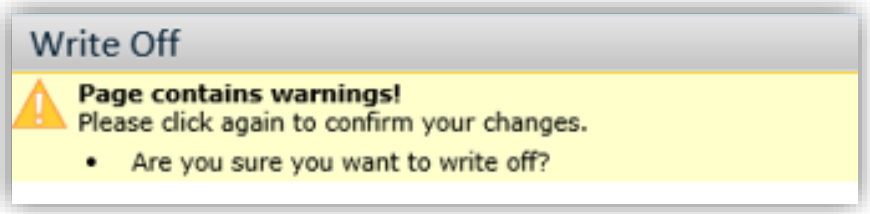
If the Subsidy being written off is from an outstanding **subsidy charge from this year**, then subsidy should always be written off under chargecode "**LOST**".



If the Subsidy being written off is from an outstanding **subsidy charge from a previous year**, then subsidy should be written off under chargecode "**PYLOST**".



5. Click Post.
6. The following warning message will appear "Are you sure you want to write off?" Click Post again to finalize.



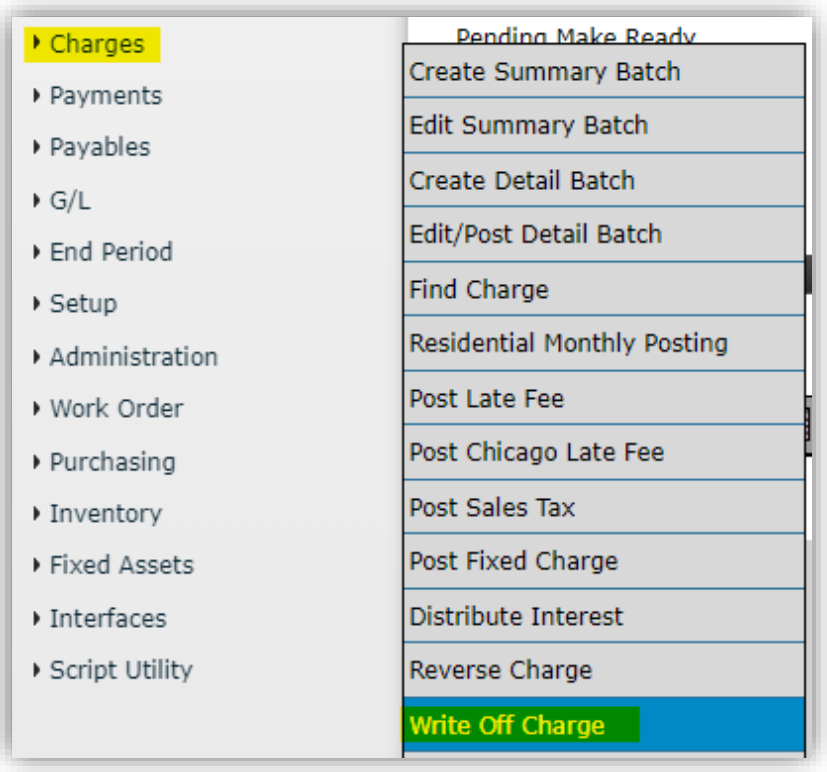
If there are subsidy charges from both this year and a previous year, then you must do the write offs separately – first for previous year subsidy charges to writeoff code 'pylost', then current year subsidy charges to writeoff code 'lost'.

Write-Offs: ALL OTHER CHARGES (non-rent and non-subsidy charges)

For all other charges (non-rent and non-subsidy charges), you will need to write off to the charges using the same chargecode as the charge itself for the writeoff code.

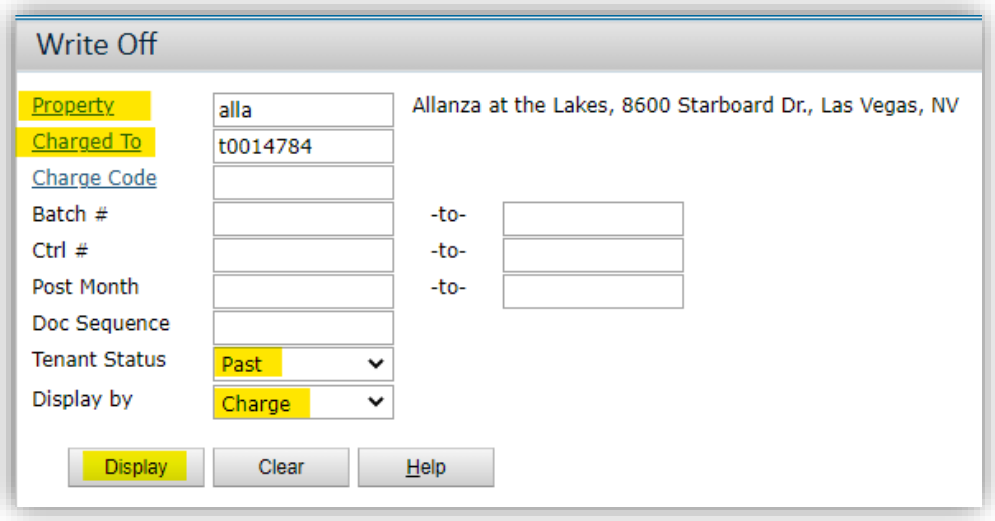
If you see any charges for code subsusp, please reach out to support.

1. Navigate to the left menu Charges >> Write Off Charge.

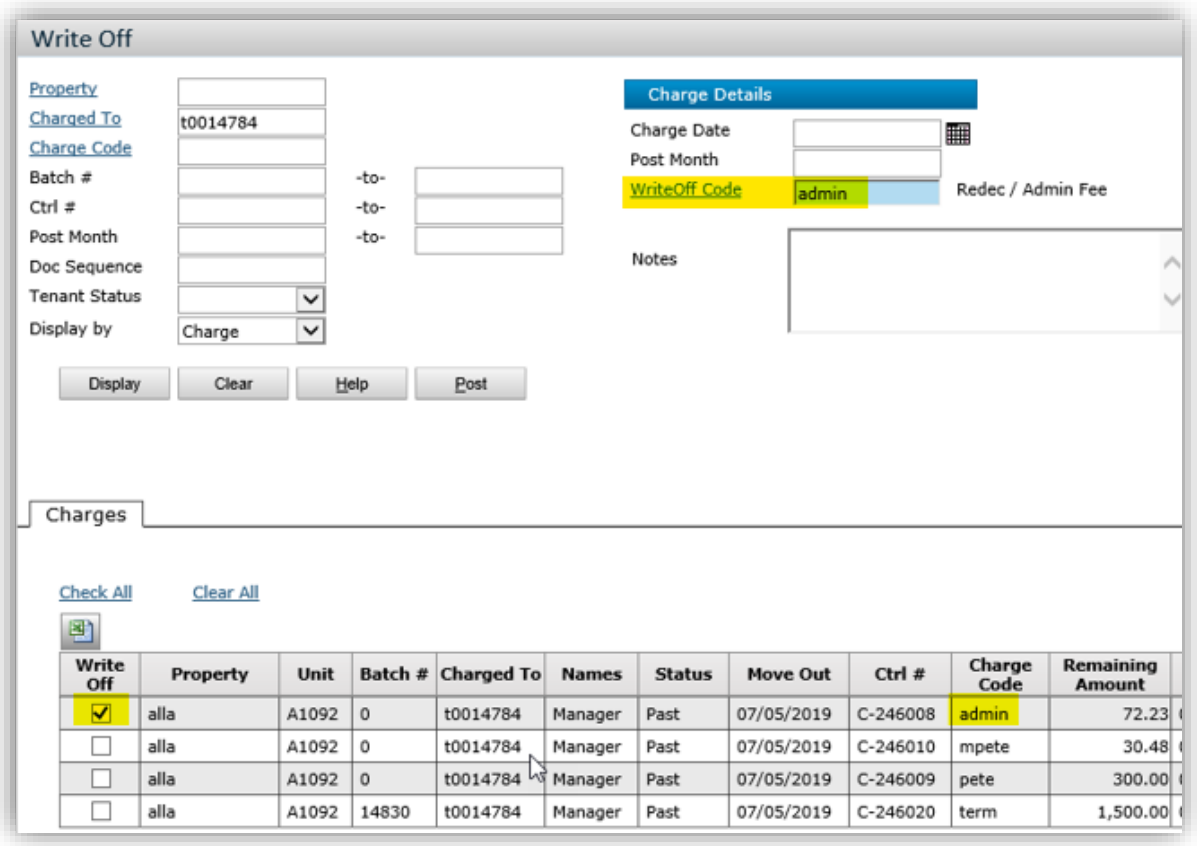


2. Within the Write Off screen, enter in the filters
    a. Property
    b. Tenant Code (Charged To)
    c. Charge Code should be empty to pull in all non-rent outstanding charges
    d. Tenant Status should be “Past”
    e. Display by should be “Charge”

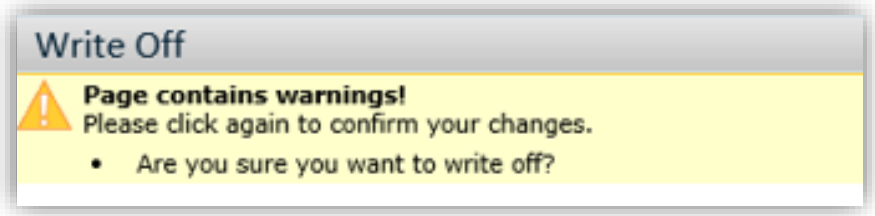
    Click Display.



3. Select all charges with the same chargecode, then enter the WriteOff Code as that same chargecode. Click Post.



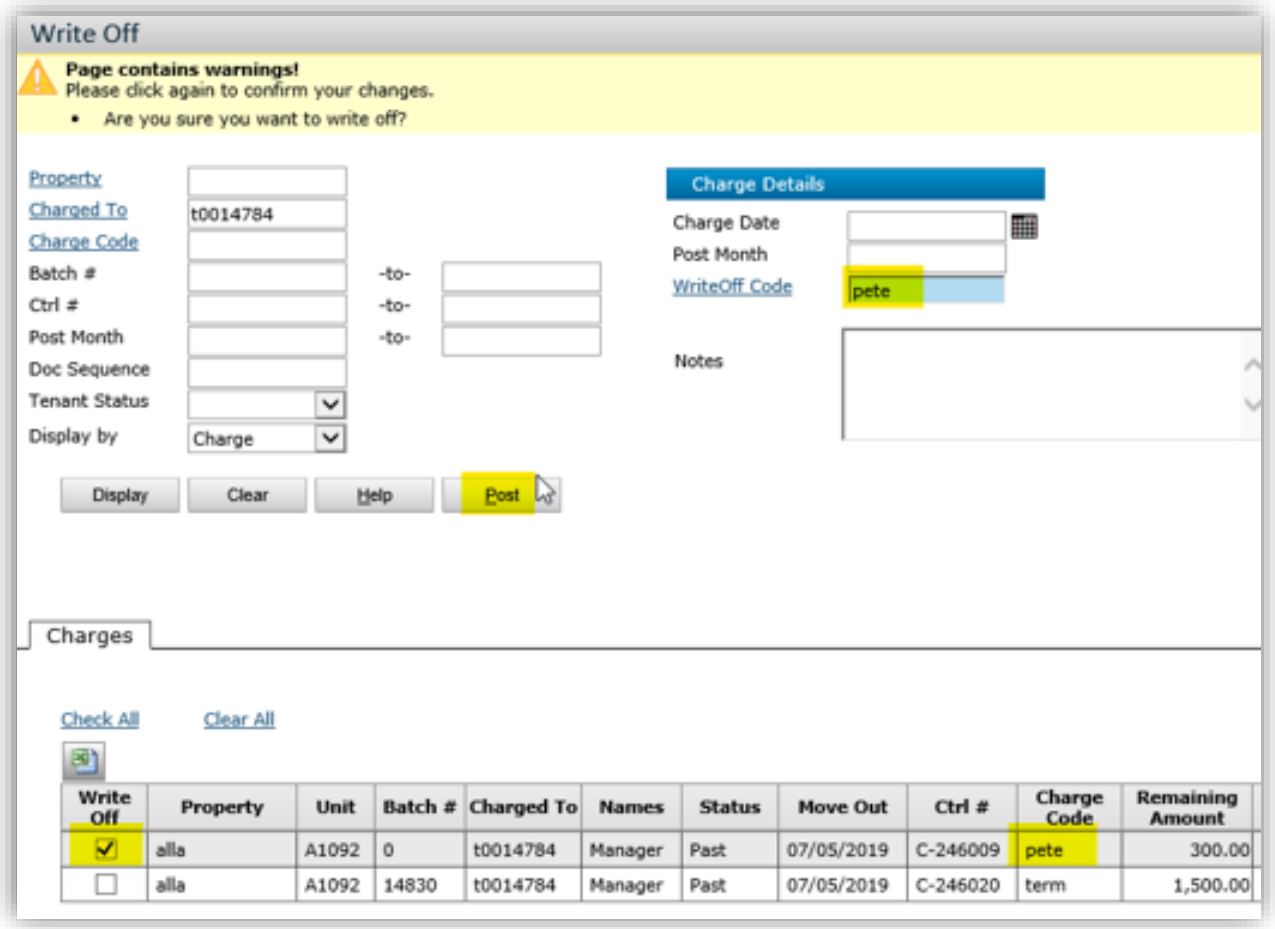
The following warning message will appear “Are you sure you want to write off?” Click Post again to finalize.



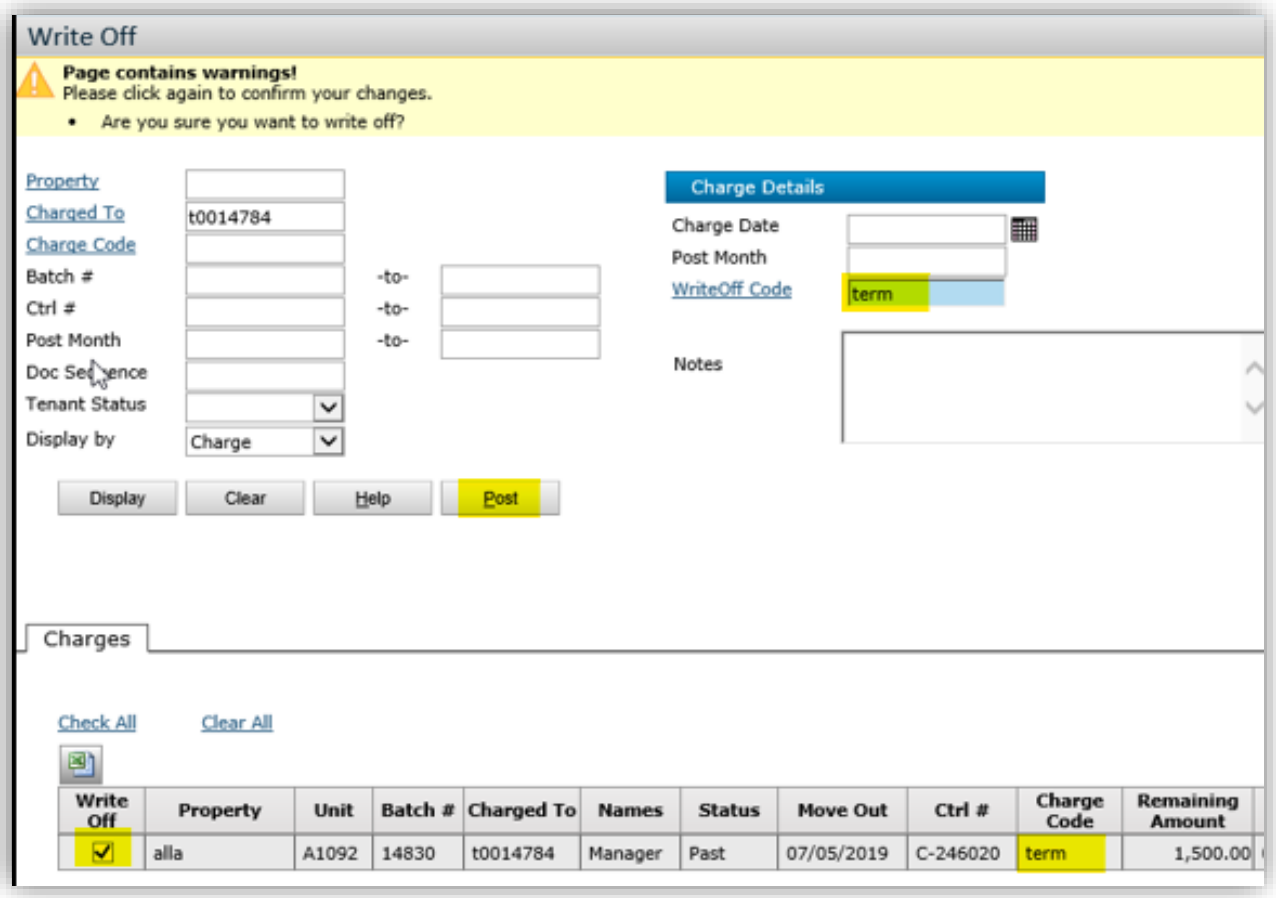
Repeat Step 3 for all remaining outstanding charges.

For example:

If the chargecode for the charge is “pete”, then the WriteOff Code for that charge is “pete”.



If the chargecode for the charge is “term”, then the WriteOff Code for that charge is “term”.



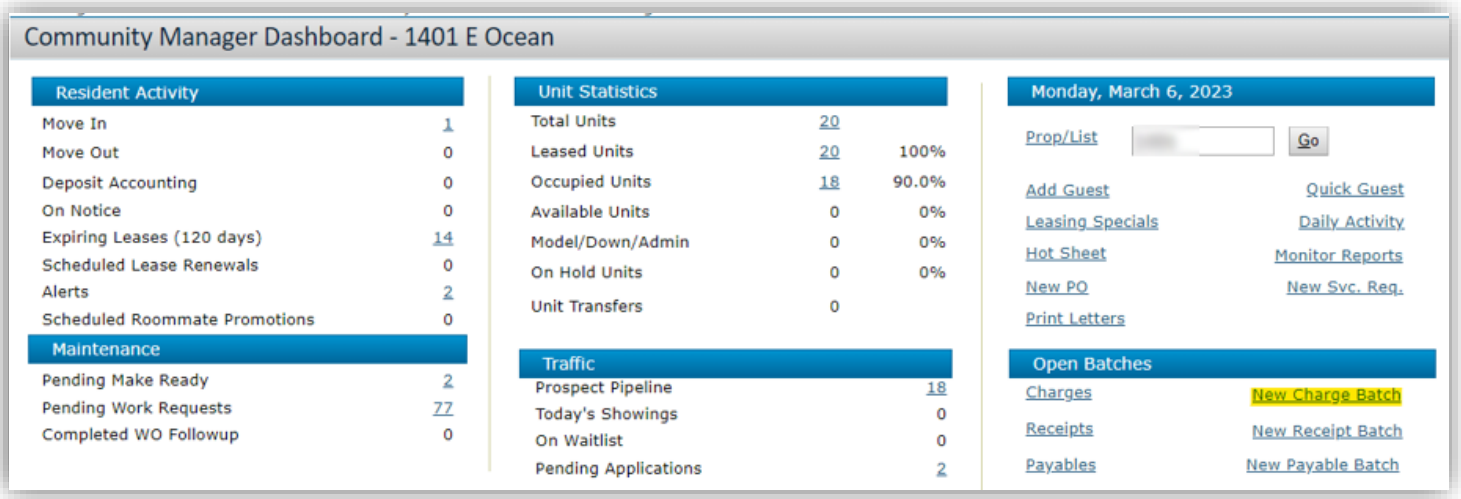
When you have no other charges (except for subsidy if applicable) showing on the Write Off screen after clicking Display, then you are done!

**If you accidently write off an item to the wrong write off code. STOP and contact support immediately.

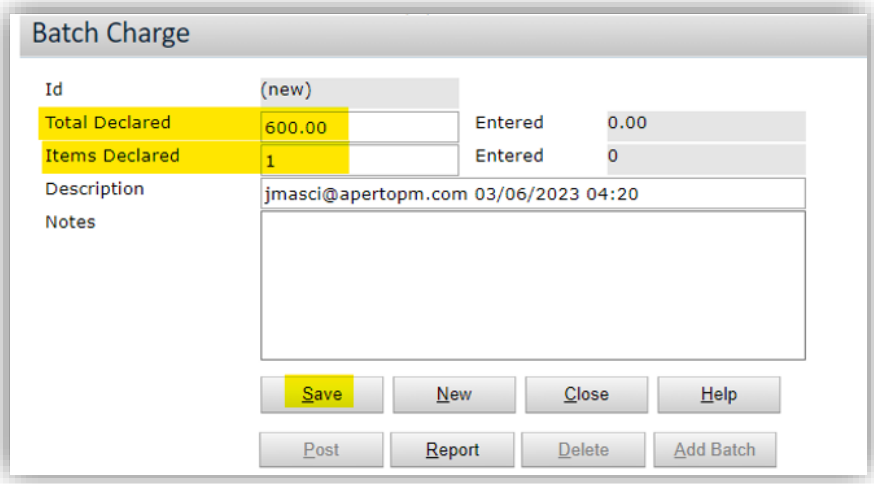
Past Resident Payments

If the resident pays their outstanding balance within the given timeframe before you send their balance to collections, then complete the following steps to pay towards the written-off balance.

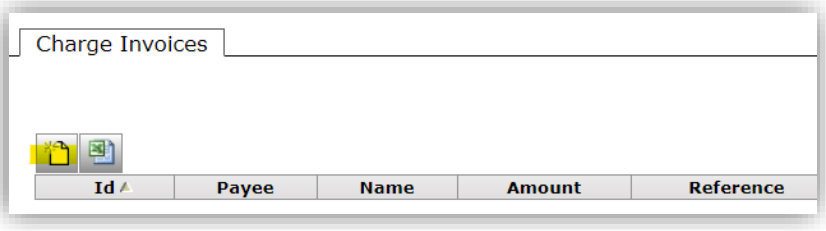
1. On the Community Manager Dashboard, click on New Charge Batch.



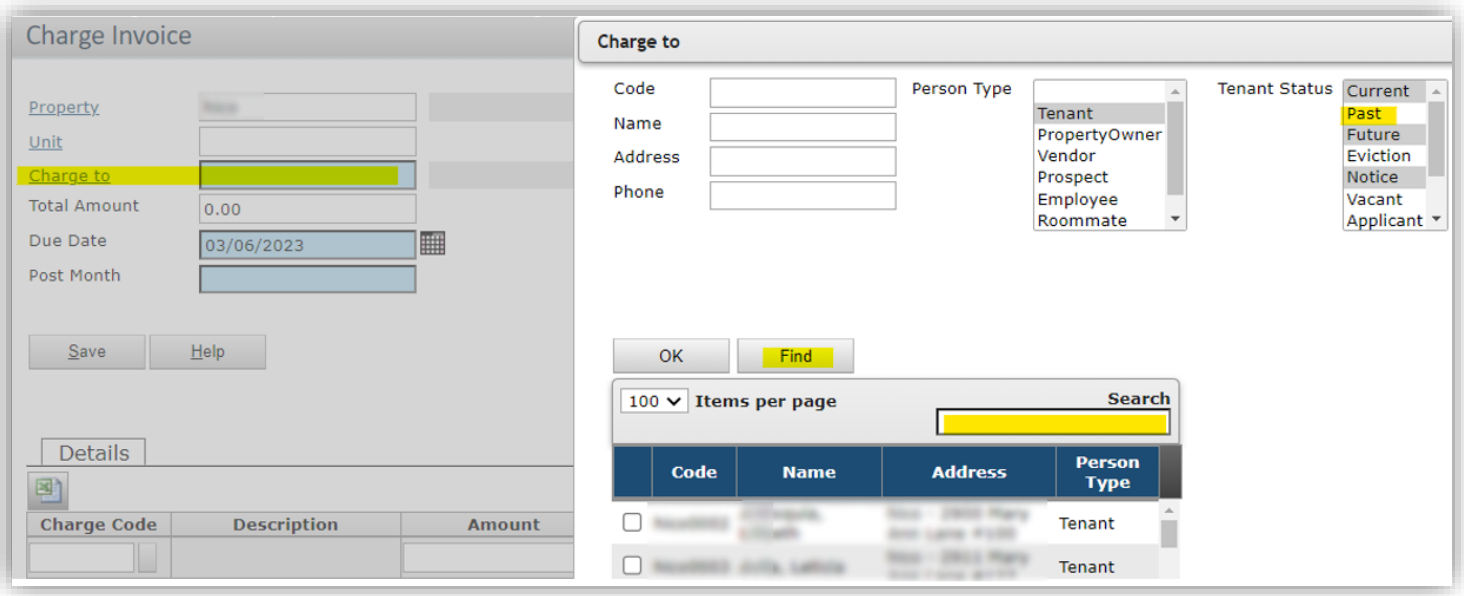
2. Add the Total Declared as the amount the past resident is paying and Items Declared as 1.
3. Click Save.



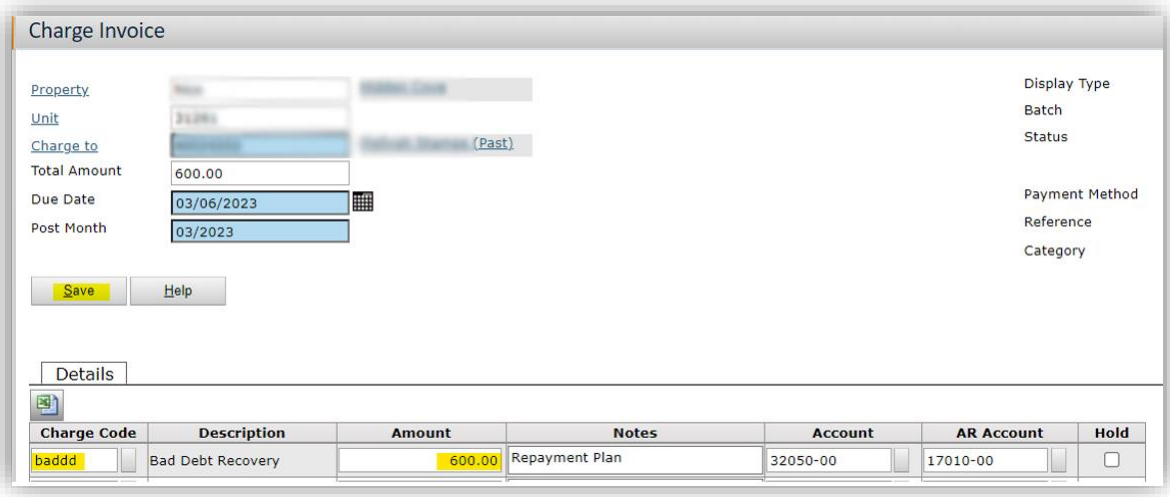
4. Click on New Record. *(*Starred paper icon)*



5. Within the Charge Invoice screen, click on “Charge to” and select Tenant Status “Past”.
6. Click Find and locate the tenant in question.



7. Enter the amount of the payment as “baddd” Bad Debt Recovery chargecode.
8. Click Save.



9. This should take you back to the Charge Batch screen where you will click Post.

10. Once this charge is posted, you can scan the payment through Checkscan and select to pay towards the “baddd” bad debt recovery charge.

**Please note if you cannot find the past resident in Checkscan, similar to step 6 above, click the box in Checkscan next to the "tenant" field and select "Past" tenant status to search from.

Sending to Collections

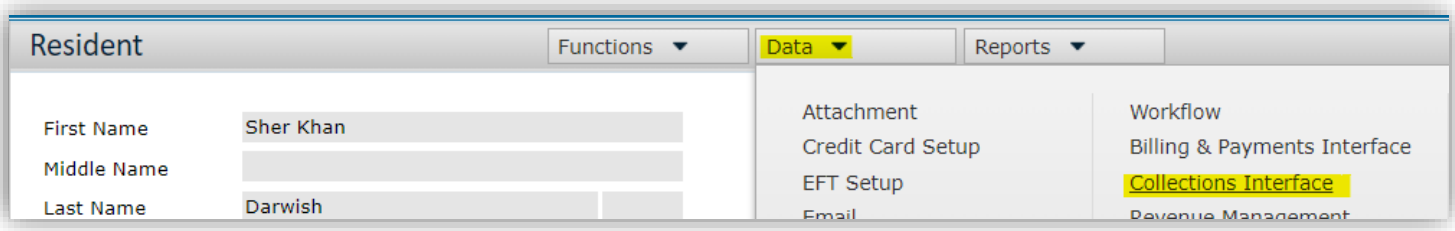
If there are outstanding charges that the resident owes and the resident did not pay the full balance by the number of days given, then follow the below steps to send this resident's balance to Collections.

1. Confirm the required documents are saved within resident screen Data >> Attachments.
    a. Move Out Statement
    b. Resident Ledger (**before write-offs**)
    c. Rental Lease
    d. Rental Application
    e. Judgement (if obtained/applicable)

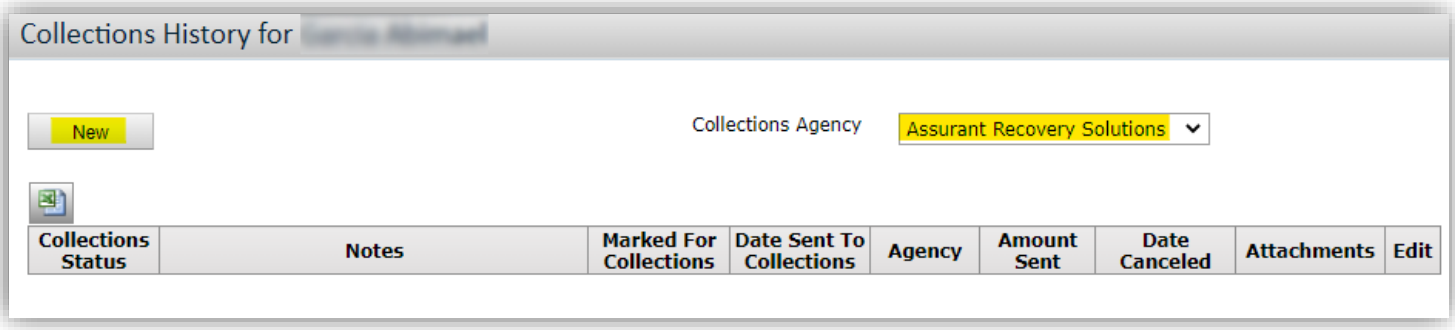
    If the write-offs were completed before the moveout statement was saved and attached, then the Collections agency "Assurant" may request the write-offs reversed/undone for an accurate move-out statement.

2. Ensure the following is correct/entered into Yardi:
    a. On the Resident screen, confirm
        i. Forwarding Address entered as Address
        ii. Social Security Number entered within "Personal Info" tab
    b. Within Data >> Roommates, confirm all Adult roommates have
        i. "Lessee" checkboxed
        ii. Social Security Number entered
        iii. Phone number entered (if available)

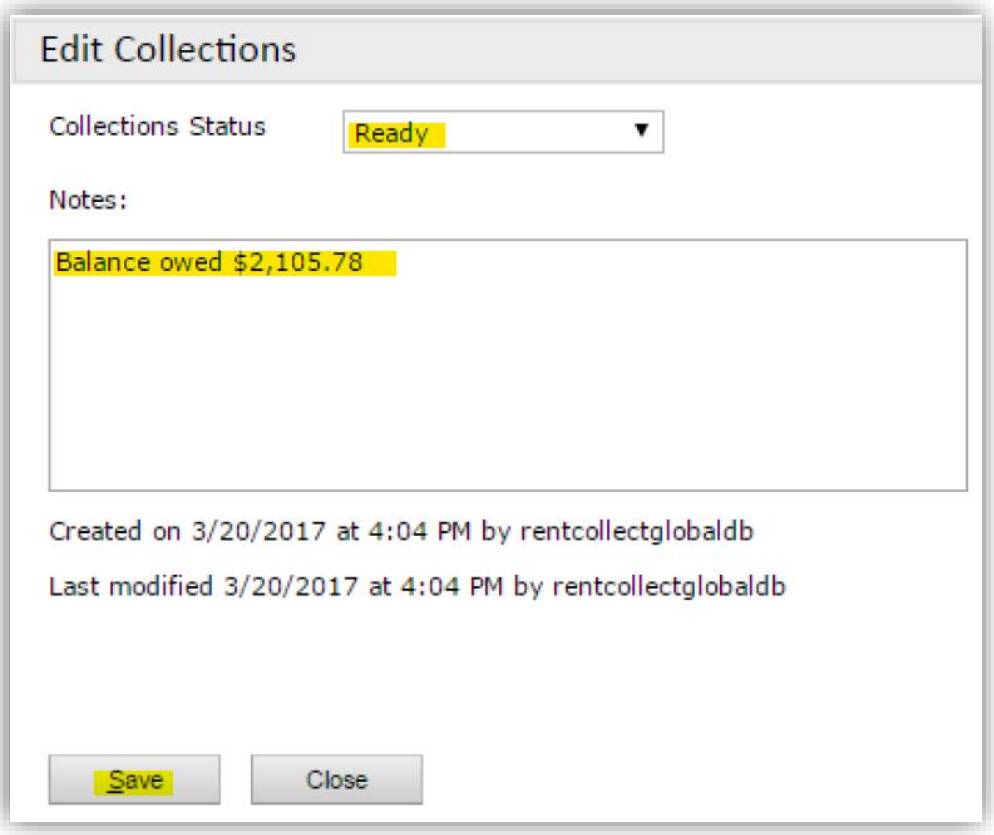
3. Submit to collections by navigating to the resident screen Data >> Collections Interface



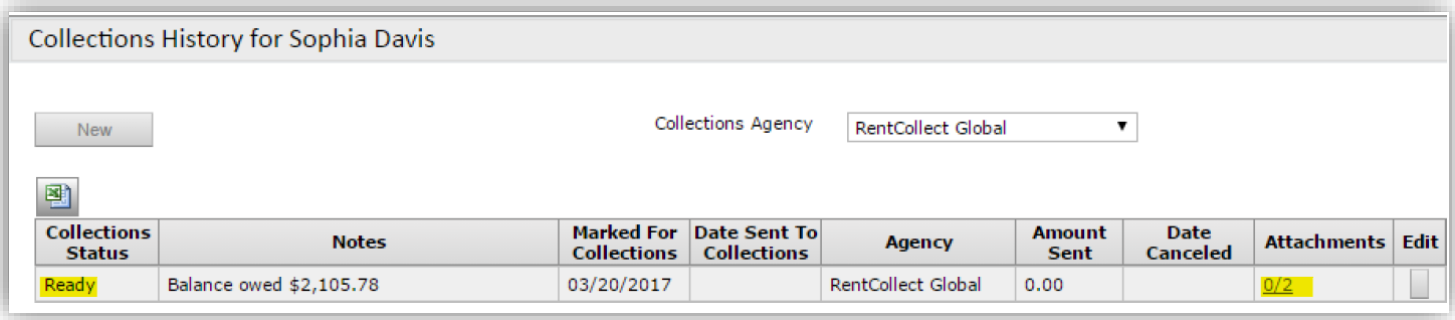
4. Select Collections Agency as "Assurant Recovery Solutions" and click New.



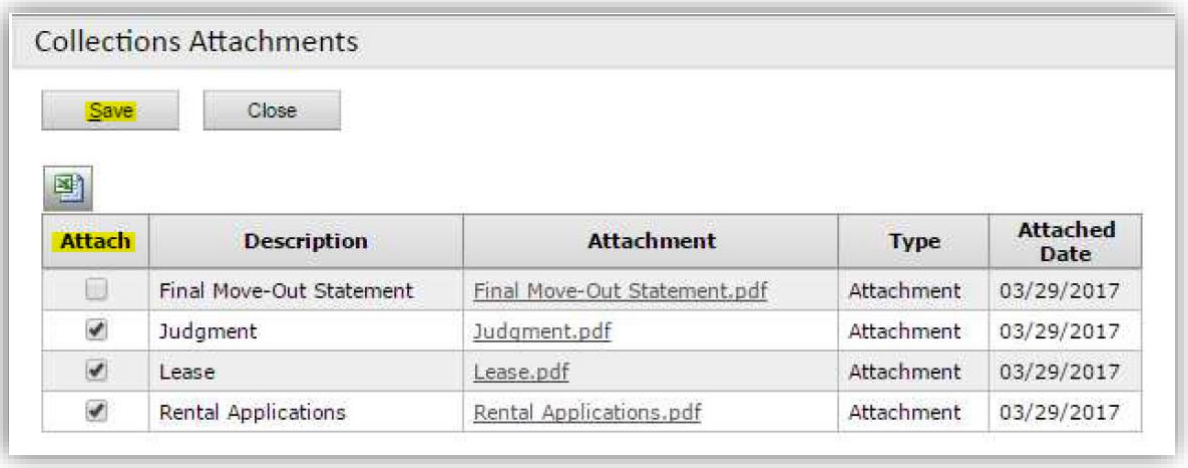
5. On the Edit Collections screen,
    a. Set *Collections Status* to “Ready”
    b. Within *Notes*, enter “Balance owed” with the outstanding balance
6. Click the Save button.
   Wait for the “Created on”/”Last modified” to appear.
7. Then, click the Close button.



8. On the Collections Interface screen, notice the new collection in “Ready” status.
   **The amount sent will show as zero.
   Click on the “Attachments”.



9. Within the Collection Attachments screen, flag “Attach” for the following documents:
    a. Move Out Statement
    b. Resident Ledger
    c. Rental Lease
    d. Rental Application
    e. Judgement (if obtained/applicable)



Attach	Description	Attachment	Type	Attached Date
☐	Final Move-Out Statement	Final Move-Out Statement.pdf	Attachment	03/29/2017
☑	Judgment	Judgment.pdf	Attachment	03/29/2017
☑	Lease	Lease.pdf	Attachment	03/29/2017
☑	Rental Applications	Rental Applications.pdf	Attachment	03/29/2017

10. Click Save. Then, click the Close button.

Yardi sends these files to Assurant Recovery Solutions at the end of each business day and the status will update to “sent”.

(If an account is sent Monday through Thursday the status will show as ‘Sent’ the next day; if the account is sent on a Friday or Saturday the status will not update until Monday).

These can be cancelled by clicking edit, changing the status to “Canceled”, entering in the reason for cancelation within the Notes, and clicking “Save”.

Assurant Recovery Solutions will be notified the next business day (if an account is cancelled through Yardi outside of pre-collect, Assurant Recovery Solutions will place the account on hold and reach out to you at the property to obtain the revised move-out statement or ledger).

For Collections Reporting,

navigate to the default menu when you log into Yardi >> Collections >> Collections Resident Delinquency Summary.