

RecoverHoaDues.com – FAQ

“How can you do HOA collections for such a small cost of only \$20?”

We're not a Co-op, but we operate like a co-op in that we handle hundreds of thousands of accounts per month. So you get the discounts associated with that amount of volume of services, but only pay for that small portion which you use.

“How do we pay for your services, since there are no commissions involved?”

Ours is a prepaid service. It's like buying vouchers (we call them 'claims') to run delinquent accounts through our process. Unused prepaid services do not expire.

“Do we assign or pledge our accounts (or our rights regarding accounts) to you?”

No. Our HOA collection agency service only entails our Phase I dunning-based process, wherein your HOA retains all rights to and ownership of its accounts.

“How long have you been in business?”

32 years. NCSPlus is owned and operated by the same individuals who started the firm back in 1984 (however the Principles did incorporate in 2006).

“Do you file liens, or foreclose?” (And is your Phase II Service mandatory?)

No. *We do not file liens and we never foreclose on homeowners.* We do have a phase two of collections, *but it is not relevant for HOAs* as it does not file liens or foreclose on properties. Phase II is not mandatory, and is not intended for HOAs.

“Is credit reporting HOA dues lawful?”

Yes. The Federal Fair Debt Collection Practices Act clearly allows for consumer debts (which is what it classifies HOA dues as) to be credit reported.

“Is credit reporting mandatory?”

No. Credit reporting is at the discretion of the HOA's Board of Directors.

“Do we need the homeowner's Social Security Number to credit report them?”

No. To credit report a debt you only need a name, an address, and amount owed; however you do need a full SSN to see someone's credit. Credit reporting without a SSN is common practice for hospitals, courts, collection agencies, and utilities.

“What if there's a mistake in credit reporting?”

The Federal laws governing credit reporting have established a clear and prompt path to resolve occasional errors in reporting: including the eOscar system, and procedures for permanent removal from the magnetic tapes repositories use.

“What do you say in your phone calls?”

All our phone calls and letters direct homeowners back to you (or your agent) to make their payment or arrangements directly with you – or face credit reporting.

“What does your Attorney Written Demand letter say?”

Our Attorney Written Demand does not compel an HOA to any specific course of action. It’s merely to add veracity to the fact that (at that point) credit reporting is imminent. We’ve found that this is one of our most effective letters.

“How often do we get Progress Reports?”

You can log into your online web portal 24 hours a day, 365 days a year to review individual account details, or to print a detailed full Progress Report on demand.

“Do we get skip tracing results (to update homeowners’ contact information)?”

Yes. You get full access to all skip tracing results, as well as all our internal notes (including all notes from phone conversations with your Members, which letters we’ve sent and when, and when your agent enters payments into your system).

“Can we change the balance owed, to cover monthly late fees or new dues?”

No. However our communications do direct your homeowners to call you (or your agent) at the phone number you provide, to confirm their current balance.

“What do we need to validate the debt if a homeowner disputes their account?”

Typically all that is necessary is a print-out showing their payment history, and a copy of the Declarations page of the CC&R’s, which they signed at their closing.

“Do you collect from banks?”

Yes. We collect from banks (and other businesses). Remember, credit reporting is factored into D&B Ratings, as well as Experian Business Credit Reports.

“What is the \$60 annual ‘Service Maintenance Fee’ (SMF)?”

We only charge the SMF if there are *unused* claims in your system, and there is no activity on your account in a given year. Simply order and use the number of claims you need, or use one claim per year, and the SMF will not apply.

“Why do you need the Board President and Treasurer’s contact information?”

The HOA Board legally owns their accounts. As such, we require the names and contact information of the Board’s primary financial representatives of record.

Please let us know if you have any further questions.

Service@RecoverHoaDues.com