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Questions to ask Resident Billing providers

Property managers and owners have a plethora of choices when it comes to selecting a Resident Billing provider. Whether you're looking to bill back via RUBS, submetered, or flat billing methodologies, there are some quintessential questions that will help you evaluate if a service provider is a good fit for your business. Here are some interview questions you should pose to any resident billing provider to determine if they have the expertise and level of service needed to manage your resident utilities.



Integration

- Do you offer an integration with my current software provider?
- Are your integrations through automated web services or via FTP sites?
- What is the data download and charge file upload process?



Vacant cost recovery

- Are you able to bill back for vacant unit charges not promptly switched into a resident's name?
- Is there an additional cost to include vacant bill analysis on convergent resident statements?
- Do I need to change my lease structure to bill back for vacant cost recovery charges or fees?



Compliance

- Is your system SSAE 16 audited and SOC compliant?
- Do you have membership to regulatory boards such as the UMCA?
- Will I have access to legal counsel in the event of a regulatory dispute?



Training

- What kind of training programs do you offer for on-site managers?
- Is there an additional cost for webinars or customer support after we go live?
- Who would I contact if I want to make updates to my billing program in the future?



Pricing

- Is there a setup cost or any extra charges to establish an integration?
- Is there an extra charge for residents to receive monthly statements via email?
- Do you bill and collect fees charged to my residents, or is that my responsibility?



Implementation

- What is the standard lead time required to become 'live' on your service?
- Will I have to change my lease addendums to reflect our new billing program?
- What visibility will I have into the charges being allocated or billed back to my residents?



Reporting

- What analytics tools are available to view billing performance metrics?
- Are these reports available for me in real-time?
- Do you offer year-over-year trend analysis once my property has been fully on-boarded?



