YARDI
Dual Ledger Delinquency - Rent and Subrent

Charges and Offsetting Credits

When reviewing your Aged Receivable Report there may be times a resident reflects a $0.00 balance due, but shows a charge and offsetting credit (see below). This is a perfect example of why it's important to know how to review both HAP (subrent and subsusp charge codes) and Non HAP (all other charge codes) ledgers often.

Total Unpaid Charges	0-30 days	31-60 days	61-90 days	Over 90 days	Prepays	Balance
1,091.00	1,091.00	0.00	0.00	0.00	-1,091.00	0.00

Remember - It is CRITICAL to ensure you are reviewing the appropriate ledger when reviewing these types of discrepancies. You should not review a generic ledger in which these balances are combined.

Troubleshooting Offsetting Charges/Credits

The best way to start understanding and troubleshooting these types of errors is to generate your Financial Aged Receivable with the correct filters.

Using the above filters will provide insight as to which resident accounts need to be reviewed further and addressed. Below is an example of an error to keep your eyes out for.

When reviewing accounts with open charges containing both HAP charges and Non HAP charges it is helpful to ignore the total Balance due column (on far right) that combines both ledger totals. Upon deeper investigation to the separate ledgers on the above mentioned account, we see a balance due on the Resident Non HAP ledger of $1,199.26, and a credit of -$624.00 on the HAP ledger. If this were correct, the HAP ledger would have a $0.00 balance (Housing isn't just going to overpay for the sake of overpaying!). This is a clear indication that there has been a change to the HAP payments that has not been reflected on the resident's recurring lease charges. To correct, attach all appropriate HAP contract documentation to the resident account in Yardi and submit a Help Desk ticket for attention. Since this resident has a balance due, late fees will be charged; however, it's possible that the balance due is wrong based on the erroneous lease charges causing the initial discrepancy. If the resident were to move out without the correction being made, it's possible the account could be incorrectly placed for collections.. causing one very unhappy past residents.

Receivable Analytics

Property
Unit Type
Unit
Resident
Charge Code
AR Accounts
Income Accounts
Prepay Account

Status:
Current
Past
Future
Eviction
Notice
Vacant
Applicant
Canceled
Wait List
Denied

Report Type: Financial Aged Receivable
Summary Type: Resident by Charge Code
As Of Month: 08/2020

Show Grid
Excluded Units
Delinquency Only

Display
Excel
PDF
Clear

Report Type - Financial Aged Receivable
Summary Type - Resident by Charge Code
Status - All statuses

		Total Unpaid Charges	0-30 days	31-60 days	61-90 days	Over 90 days	Prepays	Balance
insur	Insurance Income	22.26	15.00	7.26	0.00	0.00	0.00	22.26
rent	Market Rent	1,177.00	969.00	208.00	0.00	0.00	0.00	1,177.00
subsusp	Subsidy Suspense	-624.00	-415.00	-209.00	0.00	0.00	0.00	-624.00
		575.26	569.00	6.25	0.00	0.00	0.00	575.26

These types of errors can also occur on prepay balances, causing your community to lose money that rightfully is due by the resident and/or Housing.

Good news - You have the ability to prevent these errors from occurring by reviewing this report frequently and staying on top of housing changes. Upon discovering an error, submit the Help Desk ticket for adjustment immediately.

Need Help?
It's no secret – understanding dual ledgers can be *tough*! Don't hesitate to reach out through the Help Desk for support, further training or an adjustment to a subrent error.