



Steps in the Process Unreturned Rental Property

Steps Necessary by the Merchant to Open a Case in the Unreturned Rental Property Diversion Program

Step 1: *There must be a written rental agreement in place. The agreement must state:*

- A description of the rented property.
- The date the item was rented and the date due for return.
- Location to which the rented property should be returned.

Step 2: *A past due rental property notification letter must be sent to the renter/customer.*

- The notification must list the last known address of the renter.
- The notification must be sent by certified or registered mail.
- Allow the renter 10 days from the date of the notice to respond.

Step 3: *If there is no response to the notice letter, submit the rental property complaint sheet by email or mail to the ECU.*

- Attach a copy of rental agreement and notice letter with the complaint.
- You will soon be able to file a complaint online!

Businesses can recover the value or cost of the unreturned property, reasonable late fees, and the certified or registered letter charge. Once a business files a complaint, the late fees are limited to those listed on the complaint. Late fees will not be calculated after a complaint is submitted.

What Happens After a Complaint is Filed?

1. The ECU sends out a payment demand letter to the customer.
2. If the suspect comes in and pays, prosecution will be declined.
3. If the suspect does not respond or disagrees with the merchant's facts, we will consider prosecuting the case with formal charges.