# Current Model:
# Poor Customer Service

1-BDS property inspection/code violation notice sent
2-BDS sends CUSTOMER collection letters
3-BDS requests AUDITOR assess lien
4-AUDITOR assesses lien, notifies CUSTOMER
5-AUDITOR notifies REVENUE of lien
6-REVENUE sends collection letters to CUSTOMER
7-CUSTOMER makes payments to REVENUE but falls behind
8-REVENUE sends CUSTOMER collection letters
9-REVENUE sends file to AUDITOR for foreclosure
10-AUDITOR sends CUSTOMER foreclosure notices
11-BDS offers lien reduction to CUSTOMER
12-CUSTOMER calls REVENUE to discuss lien reduction
13-REVENUE transfers CUSTOMER to BDS
14-CUSTOMER calls REVENUE
15-REVENUE transfers CUSTOMER TO BDS
16-RB sends CUSTOMER payment plan forms
17-CUSTOMER sends payment plan forms to REVENUE
18-REVENUE notifies BDS payment plans forms are completed
19-CUSTOMER calls REVENUE to confirm payment received
20-REVENUE sends CUSTOMER late payment warning
21-REVENUE refers file to AUDITOR for pre-foreclosure
22-CUSTOMER calls REVENUE
23-BDS accepts telephone payments from CUSTOMER
24-RB sends collection letters to CUSTOMER
25-CUSTOMER calls BDS and gets referred to REVENUE
26-CUSTOMER calls REVENUE
27-AUDITOR sends reminder notice to CUSTOMER
28-AUDITOR calls CUSTOMER
29-REVENUE sends CUSTOMER late payment notice
30-CUSTOMER calls BDS to make telephone payment
31-CUSTOMER calls AUDITOR
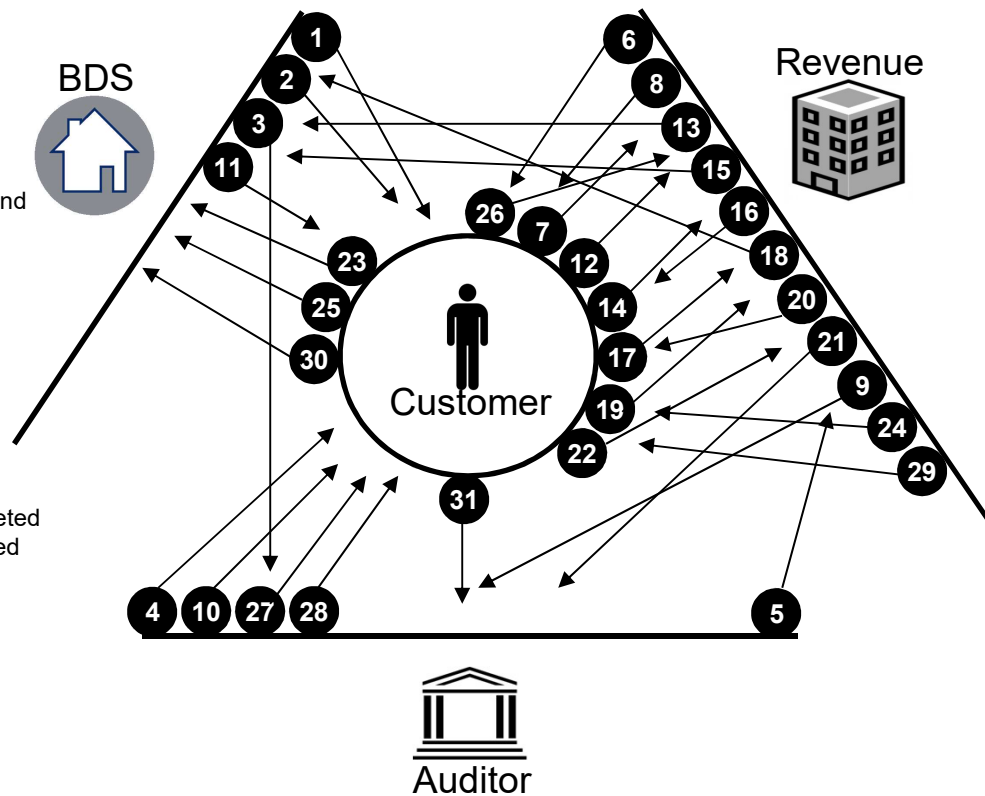


Source: Revenue Bureau analysis

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