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Compliance Division

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Property Owner/Management Company Representative Authorization Policy

“Billing” information is only provided to the owner of record and their duly authorized representative (agent). The owner can authorize an agent to receive billing information and/or act on their behalf. The “owner of record” must provide the Department with an original notarized letter specifying the following:

1. The name and title of the owner attesting to the ownership of the subject property,
 - a. For properties owned by a legal entity such as a Corporation, LLC, etc. – authorization letter shall be on the letterhead of the entity and signed by the duly authorized person from that entity (e.g. CEO, President, General Partner, etc.)
 - b. For properties owned by individuals – ALL of the owners of record must sign the authorization letter.
2. The address of the subject property,
3. The name, address, telephone number(s) of the agent authorized to receive information or act behalf of the owner, agent’s relationship to the owner, and
4. The specific information that can be provided and the authority that is being granted to the agent.

The authorization letter must have the original wet signature; no copies or faxes. The letter will be kept on file and remain valid until a change of ownership occurs or a new authorization letter is received. If you have any questions regarding this procedure, please see the Billing and Collections Unit at (877) 614-6873.