



What our customers have to say:  
“BVCm offers the right  
candidates’ ”

**bvc**m✚

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## ▼ Short summary: What does the customer say

### Results partnership Vesteda

- Finding the right finance professional
- Developing the right path for a candidate
- Saving time in searching for expert staff
- Credit management information provision

### What Ben Sinnige Says?

- ▶ “BVCM understands what it is all about for us and what is special about property debt collection. The great thing is that BVCM provides candidates who can get to work independently within a week.”
- ▶ “Flexible people can respond quickly and adapt to the company they come to work for. When BVCM offers a candidate, we know: we can work with this.”
- ▶ “It is good for me to be in contact with someone who is totally in that market, speaks to many customers and sees what they are doing everywhere. We advise each other and exchange ideas. I find that an extra added value: learning from each other.”





## ▼ Introduction

Collecting rent arrears requires strong communication skills and specialist knowledge. Collectors with the right mix of knowledge and skills are challenging to find. Yet BVCM manages to second candidates to residential property landlord Vesteda who can get to work independently within a week. “That shows that BVCM selects the right people for us”, says Ben Sinnige, Collections team leader at Vesteda.



Vesteda, a private residential property investor letting over 27,500 homes, has been working with BVCM for over a decade. When the real estate company seeks employees for its Collections department, it knocks on the door of BVCM People, which provides support in recruitment, selection and secondment. For Vesteda, this involves finance professionals who fit the desired, specific profile as closely as possible.

A one-hundred per cent match sometimes occurs, like the winning lottery ticket. I think it's great that BVCM finds candidates for us who may not yet be specialists in rent collection but can quickly master it.

Ben Sinnige Teamleider Collections



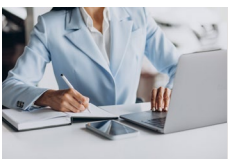


### ▼ Empathic and communicatively strong

As Ben explains, real estate debt collection is a business branch requiring a specific type of finance professional. “Knowledge of credit management forms the basis, but it’s not nearly enough. With that knowledge alone, a candidate only fits the profile 50 to 60 per cent of the time. Our colleagues need to be empathetic and understand that we let property that people live in, people who have a roof over their heads and want to keep it. It is important to start the conversation with this in mind when a tenant is in arrears and then look at how that tenant can solve any financial problems together. You have to be able to give direction and advice during such a conversation. You also need to have strong communication skills at various levels. With the tenant, but also internally. If you can do all that, you’ll be approaching 80 per cent.”

### ▼ Legal knowledge

Candidates also need to have legal knowledge. Ben: “Because you talk to administrators, receivers and bailiffs. You need to know the ins and outs of tenancy law and how legal proceedings work. You also need to know something about execution law to know how best to enforce a judgment. Anyone who has mastered all that has reached 100% with us and is a fully-fledged collections officer.”



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## ▼ The right candidate

The candidates that BVCM recruits and selects for Vesteda usually do not immediately fit the profile outlined to the full extent. Ben: “A one-hundred per cent match sometimes occurs, like the winning lottery ticket. I think it’s great that BVCM finds candidates for us who may not yet be specialists in rent collection but can quickly master it. BVCM understands what it is all about for us and what is special about property debt collection. The great thing is that BVCM provides candidates who can get to work independently within a week. That shows that BVCM selects the right people for us. Flexible people can respond quickly and adapt to the company they come to work for. When BVCM offers a candidate, we know: we can work with this. It is always a serious candidate. That saves us much time.”



## ▼ Learning from each other

In the preliminary stage, BVCM selects candidates who are eager to learn. Ben: “Together, we look at what support candidates need in this respect and what learning path is necessary to become fully functional”. In addition, Ben likes to talk about the profession with his regular contact at BVCM. “Then we discuss how things are going in the world of credit management. What are the movements in the market? What are the trends? What are companies doing? What automation applications are out there? Then I get great tips. I have my views on the business, so I can also offer something in return. It is good for me to be in contact with someone who is totally in that market, speaks to many customers and sees what they are doing everywhere. We advise each other and exchange ideas. I find that an extra added value: learning from each other.”



## ▼ About BVCM

BVCM (bureau for credit management) is your (international) partner for the entire prospect-to-cash process. From our years of experience, we optimise your entire credit management with our partners, services and people. From the selection of your customer to (e)-invoicing and the payment of your invoice.

We do this by using intelligent modern digital solutions such as e-invoicing to deliver the invoice to your customer optimally or by applying machine learning to determine the most efficient route.

Would you like to know more about our BPO services? Feel free to contact us via [sales@bvcm.nl](mailto:sales@bvcm.nl) or 020 34 60 746.

Rather make an appointment directly? You can do so using the button below!

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