

FROM PROSPECT TO RESIDENT

The following procedures are followed when your prospect makes a commitment to lease an apartment.

- Give the prospect a Rental Application (and a non-U.S. Citizen Addendum to Application, if applicable). Prospective residents are encouraged to complete the application while in the leasing office, but they may be taken, completed and returned at a later time. An apartment should not be held until the application(s) and supporting documents (if applicable), are returned complete accompanied by the deposit and application fee, in two separate payments.
- Remember: Each adult occupant must fill out a separate application. An occupant is anyone 18 years or older who is not the responsible party leasing the apartment. Persons under the age of 18 who are considered emancipated minors are to be treated as adults for application and qualification purposes.
- Review the application with the applicant. Fill in all appropriate blanks. It is imperative that the applicant signs all appropriate spaces on the application. Falsification of any information is grounds for denial. Taking the time now to review the application may eliminate delays in the approval process.
- Explain all application and leasing terms to the applicant. Give the applicant a copy of the Move-In Information Letter.
- Sign the application.
- Collect the check for the application deposit and a separate check for the non-refundable application fee. Make sure the checks are prepared correctly and note the apartment number on the bottom of each check.
- Explain the importance of the move-in appointment. Briefly explain the need for a lease explanation and the length of time it will take.
- Thank the applicant and answer any final questions.
- Attach a Move-In Checklist to the application. This checklist will remain with the application and will be included in the permanent lease file.
- Proceed with application verification.
- If your community does not use an application screening service use the Application Verification form to document rental history. Call the current and previous landlords and verify the application information.

20.1 Rental Application

Insert your Rental Application behind this page.

20.2

Move-In Checklist

Resident's Name:		Apt. #:
Application Verification Make sure we have:		Scheduled Move-In Date:
<input type="checkbox"/> Completed application with front and back signed by resident and management. <input type="checkbox"/> Collected application deposit. <input type="checkbox"/> Counted apartment (if vacant) as "leased" or "pre-leased" on daily or weekly reports. <input type="checkbox"/> Move-In Information Letter given to resident. <input type="checkbox"/> Verified application. <input type="checkbox"/> Checked with Community Manager <input type="checkbox"/> Approve <input type="checkbox"/> Disapprove <input type="checkbox"/> Notified applicant of application status and checked on application. <input type="checkbox"/> Prepared lease file paperwork. <input type="checkbox"/> Prepared Move-In Packet.		
Lease File		
Left Side of File	Right Side of File	
<input type="checkbox"/> All correspondence with resident (most current on top) <input type="checkbox"/> Move-In Information Letter <input type="checkbox"/> Move-In Checklist <input type="checkbox"/> Credit and/or Screening Report <input type="checkbox"/> Rental Application & Record of Verification <input type="checkbox"/> Make-Ready Checklist <input type="checkbox"/> Electric Service (if applicable) <input type="checkbox"/> Instructions on Alarm System (if applicable) Other: <input type="checkbox"/> _____ <input type="checkbox"/> _____ <input type="checkbox"/> _____ <input type="checkbox"/> _____	<input type="checkbox"/> Lease Agreement (most current on top) <input type="checkbox"/> Lease Addenda* <input type="checkbox"/> Community Policies <input type="checkbox"/> Move In/Out Inventory & Condition <input type="checkbox"/> Guest Card *List applicable Addenda <input type="checkbox"/> _____ <input type="checkbox"/> _____ <input type="checkbox"/> _____ <input type="checkbox"/> _____ <input type="checkbox"/> _____	
One Day Prior to Move In		
<input type="checkbox"/> Walk apartment and verify ready for move in. <input type="checkbox"/> Check keys for apartment (apartment and mailbox). <input type="checkbox"/> Double check lease file to verify that it is ready for move in. <input type="checkbox"/> Leave move-in gift in apartment (if applicable).		
Move-In Day		
<input type="checkbox"/> Explain lease and have ALL required paperwork signed by resident and management. Distribute appropriate copies. <input type="checkbox"/> Give resident move-in packet. <input type="checkbox"/> Collect rent. <input type="checkbox"/> Verify utilities in resident's name (if applicable). <input type="checkbox"/> Walk apartment with resident and complete Move In/Out Inventory Condition Form. <input type="checkbox"/> Give resident keys. <input type="checkbox"/> File in lease file.		
Leasing Consultant:		Community Manager:

