

2016

Leasing Manual

MANAGEMENT ONE LICENSED OPERATING SYSTEMS
KNOWLEDGE BASED MANUAL

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Introduction

Congratulations on being chosen as a Leasing Specialist. Your Supervisor feels that you have mastered the skills necessary to assist clients in their search for their family's home. This is a key position because you are the client's first contact and must reflect the high quality of customer service with which the company prides itself. Nothing can happen until a property is leased. If there is no rent, then not only does the Owner of the property receive no money but the company won't either. The rent is what provides the income to pay your salary. We are confident this training will provide you with the tools you need to be successful and gain the trust of your clients. This manual and study guide is designed to remind you of the importance of knowing your inventory, listening to your client's needs, overcoming their objections and closing the sale.

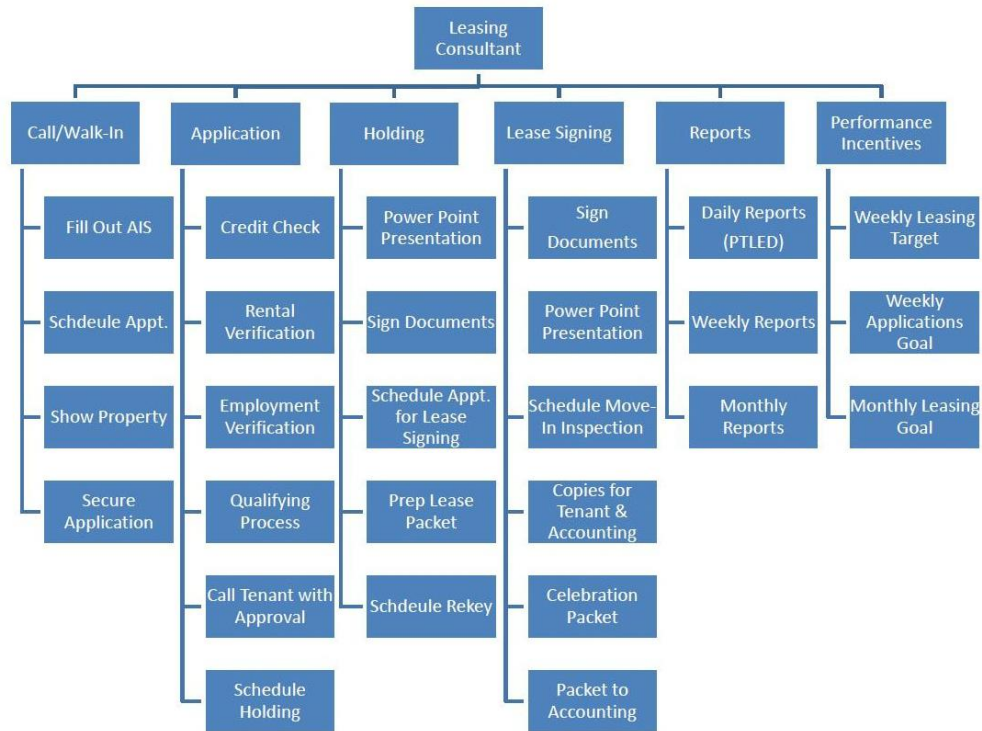
Before you can begin assisting a client, you will be trained on how to most effectively talk to your client by using a set dialogue or "script". We will demonstrate the benefits of using a script, asking the client to look at the property and ALWAYS, ASK...ASK...ASK for an application.

Clients depend on your expertise to assist them in their search for a home. We will review all the benefits the company has to offer your clients and the peace of mind they will receive as a result of choosing our company.

You will receive great satisfaction in knowing you have helped your clients choose a home that suits their needs. In doing so, you will also be building a career and will be eligible to receive rewards and recognition when you meet or exceed your goals.

Leasing Consultant Job Flow Visualized

Leasing Consultant Job Flow Chart



First Impressions

The first impression a client has of the company is YOU! You will have more contact with our clients than anyone else, including the management. To the client, **YOU ARE the company!**

It only takes a few minutes, sometimes seconds to give that first impression. You get only get one chance. Once the client walks in the front door, the impression is made. Put yourself in the clients' shoes:

WOULD YOU RENT A HOME FROM....YOU?

Some Questions to Keep in Mind:

- Is the lobby clean and organized?
- Were you dressed professionally?
- Were the clients greeted right away or did they feel they were "just a number"?
- Were they welcomed with a SMILE and invited to sit down either in the lobby or at a leasing desk?
- Were they forced to wait more than 5-10 minutes with no interaction from you or other staff?
- Were they treated as a welcomed guest or an interruption?
- Will your client walk away from your desk pleased that they decided to rent from the company?
- Has it been an exceptional experience for them?
- Would you rent your home from our company?

Leasing Consultant Goals

[Click here](#) to download your leasing goals

Leasing Consultant Goals

Leasing Consultant Goals

The following are the top goals we expect all Leasing Consultants to reach:

1. Personally view 85% of the homes currently for Rent at all times. This means you will view the interior and exterior of the home to know what the product looks like.
The purpose of viewing the homes even when occupied allows you to better "sell" the home to prospective residents over the phone. The overall goal of course is to decrease the vacancy time for owners. You will view all homes within 5-7 days of the home being placed on the Internal Leasing Report (ILR).
 - a. Usually this will be 5-7 days after you receive a resident's notice (30-day) to vacate.
 - b. If the property is resident occupied, you will coordinate with the resident for a time where you can come by and see if it is "showable" (presentable enough to show to prospective residents).
 - c. If the property is not showable, the property will be placed on HOLD and you will have to schedule a time to go see the property again once the work is completed and it is Ready for Move in.
 - d. If it is Owner occupied (a new property usually), then you can coordinate with the owner to come by and see it.
 - e. If the home is vacant, make time in your schedule to see it.
 - f. For further instructions on showing occupied homes
2. Keep the applicant pipeline full by calling on the Applicant Information Sheets (AIS) daily. Within M1 you track all of your AIS's (Current Prospective Residents). They are called daily as needed with follow ups to work the prospect as far as you can go to make a decision (View a property, fill out application, or withdraw from actively looking).
3. Input all prospective residents into M1's contact management system (AIS) for future farming and referrals.
4. Get an email address from each prospect to add to the weekly broadcast email.
5. Goal for the average number of "Days on Market" (DOM) to be 21 days across the entire "For Rent" portfolio.
6. Goal for closing ratio on setting appointments to be 35% (25% minimum).
There is will be a weekly report conducted by management tracking...
 - a. incoming calls
 - b. closing ratios on appointments set
 - c. ratios on appointments showed
 - d. ratios on applications taken
 - e. applications qualified
 - f. and properties rented
7. Goal for appointments that show to be 65% (55% minimum). Goal for closing ratio for applications to be 50% (40% minimum). Sample report can be found in M1 Library



Why Should A Client Rent From Our Company

1. Our Company will provide free maps of the area to assist in finding homes if residents do not have GPS
2. Properties are clean and ready for the resident when they move in
3. Our Company has the nicest properties and the best management available for the client's peace of mind
4. We can find a home for a resident in the same day in many cases
5. Our focus is to RENT, not sell homes. Our focus is on the RESIDENT, not buyers.
6. Management will process the application quickly (usually within 24 hours) because all work is done in-house.
7. No hassles for the resident. They work with the same person from the time they walk in the door until we hand them the keys. Then you are assisted by our professional service team.
8. Our Company will provide the client with the schools in the area
9. We will provide the client a list of the utilities needed for the property
10. Our Company will perform a walk through with the client after move-in
11. We will rekey all of the exterior deadbolts before the next resident moves in
12. Our Company will show you how to protect your belongings with the right renters insurance.

Features And Benefits

[Click here](#) to download your Features and Benefits Training Guide

Features vs Benefits - Word

Features and Benefits		
To assist a client in finding a home, it is necessary to know the difference between <i>Features</i> and <i>Benefits</i> .		
<p>Features are what the house contains or possesses. These are its tangible assets. These include the color, shape, size, price etc. Benefits, on the other hand, are what this particular house can do for the client. Benefits can be considered like more of the "intangibles". What problems will it solve? How conveniently located it is to schools, shopping or work? Is it near other areas like sports parks, natural open spaces etc.? Is it in a desirable community with a great HOA?</p> <p>Features are important to clients ONLY when they offer some kind of benefit. A house with a pool may not entice a family with small children but may be a terrific benefit to a family with teenagers. A single level "ranch style" house may be a benefit to an elderly or handicapped couple but be more of a neutral feature for others.</p> <p>People do not buy computers for their contents of chips and circuits. They buy them for the speed, organization, versatility and reliability they provide. Another fun colloquial expression sums it up nicely: "People do not buy quarter inch drill bits; they buy quarter inch holes!" This means that the end goal is to have a certain sized hole and one needs to buy the right tool to make that happen. Just like with homes, people will rent a place if the features of the home offer some kind of benefit that they are looking for.</p> <p>Because features and benefits are closely related, do not count on clients to make the association on their own. It is your job to make it for them.</p> <p>Pointing out benefits does not have to take a long time. Your time is valuable.</p> <p>The following is a simple way to identify underlying benefits behind the features: Name a feature and follow it with the words "so you". For example, "This house has three bedrooms, so you have a room for yourself and one for each of your two children." (A house has <i>Features SO YOU Benefit.</i>)</p> <p>Being able to describe the house in terms of benefits allows you to impart your understanding of their needs, and will help define the area and the homes you are able to offer them. It also will elicit their trust in you and in our company! It lets the client know you care about them and you are making your best effort to provide them with what they are looking for.</p>		
"Feature" V.S. "Benefit" Training		
Address of property currently available (to be provided by Supervisor) _____		
Feature	"So You"	Benefit
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
Describe below the profile of a family you would recommend this house to:		

8 Steps To Leasing

Listed below are the 8 steps that are to be completed with every property leased. Make your own notes to assist you in your leasing career.

1. Start completing the AIS and the pre-qualifying process immediately. This is to be done either on the phone or in person.
2. Utilize the leasing areas provided on the website. It provides the client with an overview of our company and helps build trust between you and the client. They can view properties and submit applications online.
3. Create a personalized list of homes available for the client. Have three to five homes with the features and benefits you learned your client desired when you completed the AIS. There are no PERFECT houses unless you build it yourself. Make sure you have listened to the client before you create their list.
4. Provide the client with maps of the properties they are interested in. Ask for the required deposit amount prior to giving them the keys. Make sure the client signs the AIS form! Be certain they are aware of the one or two hour allotment for returning the checked out keys. Give them the keys. Send them out to look at the selected houses.
5. When they return with the keys, ask them which house they want to put an application on. (Assume they are renting today.)
6. Run their application and inform them of when they will be notified of approval. Once approved, call them to bring in the Holding Deposit. Have them come in to sign the Holding Deposit within 24 hours.
7. Set an appointment to sign the lease.
8. Sign the lease. Set appointment for move-in inspection.

Scripts Are They Really Necessary?

The Answer is YES

Many initial job seekers feel that our scripts are not really necessary. They want to speak in their own words, with their own ideas. This is fine for people that are not in the sales field. They are simply "order takers" and are not worried about the client's needs or wants.

A script fills a need in the leasing/sales industry because it incorporates consistency, professionalism and urgency into the transaction and requires that your client makes a decision. Remember that Time is of the Essence in any sales transaction. Clients will need this sense of urgency imparted to them in a sincere and pleasant manner to give the impression that another resident is "just around the corner" that may also rent the property at any moment. They also guide the client in a direction that keeps them on track toward the end goal leasing a property.

A script will allow you to assist the client more effectively by asking them any pre-qualifying questions. It can make the client better appreciate the value of both your time and theirs! The language of the script displays to the client you are a professional and interested in helping them meet their needs. Scripts prevent the conversation from drifting away from the real reason they came to our company in the first place -to find their family a HOME!

It will make your leasing duties much easier and you will exude that extra confidence when you are assisting clients in their search for a home.

Review your script skills weekly. Make the most of your knowledge. Do not let a client wrongly assume that you are not a professional.

Listening Skills

TO LISTEN

DEFINITION: To give attention with the ear, attend closely for the purpose of hearing.

The Dictionary definition of the word “listen” is clear but listening is much more than that.

Listening is communicating with another individual.

It means focusing on your client and not getting distracted for any reason. Your purpose is to understand what someone is trying to tell you. Once you understand what the client is conveying, you can begin to understand their needs, and locate a home to fill those needs. Look the client in the eye. There is no better way of letting them know that they have your full and undivided attention.

Find (Listen For) a Need and Fill It

Many client comments about what they are looking for in a home are prompted by a **need**. Remarks about children sharing a bedroom may signify a need for more or larger bedrooms. When a couple tells you they run their own business out of their home that may signify a need for a den or an extra bedroom. Do they entertain a lot? Make sure their kitchen has the amenities they will need.

Listening is the foundation of excellent customer service.

Really listen to your client’s comments, complaints and questions. Is there a need you may be able to fill?

Application Information Sheet (AIS)

The application information sheet or AIS is extremely important. This is a form in M1 used to pre-qualify prospects. (Found on the tree under leasing, new prosp resident). Make sure you open an AIS on the computer the moment a client sits down at your desk or speaks to you over the phone. This is your tracking system for each client and the entry point into the Customer Relationship Management (CRM) system. Using a form like the AIS will also exhibit your professionalism to the client. The AIS will expedite your work and ensure you ask the proper questions up front. It will assist you in the pre-qualifying process. Why waste both yours and the client's time if you will not be able to assist them in their search for a home due to some issue you have identified in your pre-qualifying procedure?

- After the client has left the office, now what do you do with the AIS?
- If an application has been accepted on a home does the status of the AIS change?
- If the client has left without opening an application, the AIS must be saved so that you can readily access it. There are two reasons for this:
 - If the client comes back in, you need to be professional and have their AIS available, and ready to work with them.
 - Tomorrow, if the client has not come back in, you need to call the client and offer to assist them in their search for a home. Have a couple of homes that they can rent today. Invite them back into the office to see the new list of homes.
- You **MUST** call the client back three days in a row. They came to our company to rent a home. If you wait and don't call them back and invite them to rent from you, they WILL rent from SOMEONE ELSE!!

AIS Phone Process

[Click here, For Step-by-Step Instruction on Filling out the AIS while on the Phone](#)

Leasing Script

Dialogue/Script when a prospective client calls:

Sure, let me bring that up on the computer

1. May I have your name? (As you bring it up...)
2. When were you looking to move "Joe" (State their Name)?
3. By the way, may I get your phone number in case something special comes up
4. And the price range you are looking for (High/Low)?
5. And do you have indoor pets?
6. By the way, are you renting right now or do you own your own home?
 - a. If they say they own, tell them that you would need to qualify them for both their house payment and the rental property they are interested in and they must be current on their house payments.
 - b. Is everything current and in good standing now?
7. And the City you want to live in?
8. How many bedrooms does your family need?
9. Are you looking for a two car garage or more?
10. Is a fireplace and central air important?
11. Did you prefer a one or two story home?
12. Anything else I need to know?
 - a. They might say they want a pool or need to be as near to freeway as possible etc.?
13. Can I get your email, so I can send you updates as homes become available?
14. How did you hear about this property?

Qualifying the resident over the phone or in person:

Now that I have some information on what you are looking for, let me go over some of our qualifications....

1. You said you were looking for a home for \$800 a month correct?
 1. Your income would need to be at least \$2400 a month of verifiable income, does that fit within your finances?
2. THEN BE QUIET AND LISTEN...
 - a. If they do not answer "yes" right away, then that is a **red flag**
3. Have you had any judgments, foreclosures or bankruptcies within the last 3 years?
4. Have you had any evictions within the last 7 years?
5. We also run a credit check to verify you have a more positive than negative credit rating.

[Click here](#) to download and customize your script.

New Prospective Resident Call

Dialogue/Script & Documentation when a prospective client calls:

"...which property were you interested in?"

"Sure, let me bring that up on the computer..."

Open the Prospective Resident Detail / AIS

The screenshot displays the 'Prospective Resident Detail / AIS' form in the m1 Solutions system. The left-hand navigation tree is expanded to the 'Leasing' section, where 'Add Prosp. Resident' is highlighted with a yellow circle and a '2'. A '1' is placed over the 'Leasing' section header. The main form area includes a top navigation bar with options like 'BACK', 'PREV ITEM', 'NEXT ITEM', 'TRAINING', 'CMD CTR', 'FOR RENT LIST', 'HOLDING DEPOSIT AGMT', 'LEASING SCRIPT', 'NEW AIS', and 'RENTAL AGMT'. Below this, the 'Application Status' is set to '<SELECT FROM LIST>'. The form contains various input fields for personal and contact information, including 'First Name', 'Last Name', 'Appt. Time', 'Appt. Date', 'Appt. Status', 'Referred By', 'Agent', 'Cell Phone', 'Home Phone', 'Work Phone', 'Email', 'Status', and 'Status Change Reason'. There are also fields for 'Move In Date', 'City', 'Price Range High/Low', 'Bedrooms', 'Bathrooms', 'Pets', '#Car Garage', 'Fireplace', 'Central Air', and 'Story'. A 'Notes' section is present with an 'Add' button and a 'History of Note Entries (read-only)' area. On the right side, there are checkboxes for credit and eviction history, a 'Calculate' button for 'Motivation Factor' and 'Rent Rate', and a 'Search For Properties Of Interest' section with fields for 'City', 'Zip', 'Map Grid', 'Available From', 'Available To', and 'Amenity' fields. A 'Leasing Log' section is also visible at the bottom right.

From the Tree View:

1. **Expand** the Leasing Section
2. Click on **Add Prosp. Resident**

Gather Contact info and Preferences of the Prospect

... as you fill in the Prospective Resident Detail / AIS

1. "May I have your **name**?" (As you bring it up...)
2. "When were you looking to **move** 'Joe' " (State their Name)??
3. "By the way, may I get your **phone number** in case something special comes up?"
4. Then, click **SAVE**
5. "In which **price range** are you looking for (High/Low)?"
6. "Also, do you have **indoor pets**?"
7. Then, click **SAVE**
8. "What is the reason that you are looking for a rental Home?"
9. "By the way, are you renting right now or do you own your own home?"
 - a. If they say they own, ask "Is everything current and in good standing now?"

b. If they say "yes", tell them that you would need to qualify their income for both, their house payment and the rental property they are interested in.

Gather the Prospect's Property Search Criteria and Promotion Information

1. "In which **City** do you want to live in?"
2. "How many **bedrooms** and **bathrooms** does your family need?"
3. "Were you looking for a two car **garage** or more?"
4. "Is a **fireplace** and **central air** important?"
5. "Did you prefer a one or two **story** home?"
6. Then, click **SAVE**
7. "Anything else I need to know?"

a. They might say they want a pool or need to be as near to freeway as possible etc.?

1. "Can I get your email, so I can send you updates as homes become available?"

2. "How did you hear about this property?"

Qualifying the Resident Over the Phone or in Person

The screenshot shows the 'Prospective Resident Detail / AIS' form in the m1 Solutions system. The form is divided into several sections: 'Application Status', 'Personal Information', 'Contact Information', 'Property Preferences', 'Qualifications', and 'Search For Properties Of Interest'. The 'Property Preferences' section includes dropdowns for 'Bedrooms', 'Bathrooms', 'Pets', '#Car Garage', 'Fireplace', 'Central Air', and 'Story'. The 'Qualifications' section has checkboxes for 'More positive than negative credit.', 'No Bk in last 2 years.', and 'No evictions in 7yrs / No foreclosures in 3 years.'. The 'Search For Properties Of Interest' section includes fields for 'City', 'Zip', 'Map Grid', 'Available From', 'Available To', and 'Amenity1-3'. The 'Leasing Log' section has a dropdown for 'Check Properties From Your Search Above, Select A Log Status Below And Press ADD.' and an 'Add' button. The 'Properties Of Interest' section has a 'Print Preview' button. A yellow box highlights the 'Price Range High \$' and 'Price Range Low \$' fields, with a circled '1' next to it. Another yellow box highlights the 'Motivation Factor' dropdown and the 'Calculate' button, with a circled '2' next to the button. A third yellow box highlights the 'Rent Rate \$ X 3 = Qualified' field, with a circled '3' next to it.

"Now that I have some information on what you are looking for, let me go over some of our qualifications....."

1. "You said you were looking for a home for \$1400 a month, correct?"
2. Enter **Rent Rate**, then click **CALCULATE** (the value of 3 x the rent rate will appear)

a. "Your income would need to be at least \$4200 a month, of verifiable income. Does that fit within your finances?"

THEN BE QUIET AND LISTEN...

If they do not answer "yes" right away, then that is a **Red Flag**

3. REVIEW QUALIFICATIONS

1. "Have you had any judgments, foreclosures or bankruptcies within the last 3 years?"

2. "Have you had any evictions within the last 7 years?"
3. "We will also run a credit check to verify you have a more positive than negative credit rating."

What We Offer

The screenshot shows the 'Prospective Resident Detail / AIS' form. The left sidebar contains navigation options like 'Log Out', 'Command Center', and 'Leasing'. The main form area includes sections for 'Application Status', 'Personal Information', 'Move In Date', and 'Search For Properties Of Interest'. The search section is highlighted with a yellow box and numbered callouts: 1 points to the search criteria fields, 2 to the 'Search' button, 3 to the 'Leasing Log' section, 4 to the 'Add' button, and 5 to the 'Properties Of Interest' section.

- "We have numerous homes to choose from"
- "We have personal leasing representatives that will work with you to find the home you need"
- "We have photos of each property available"
- "There is no charge for our list of homes"

1. Fill in **Search Criteria** based on their prospective Move In Date and the Amenities they disclosed that they need.
2. Then Click **SEARCH**
3. Review the List that Generate in the **Leasing Log** Section and Check-mark any properties you discuss with them
4. Then click **ADD**
5. These Properties will save below in the **Properties of Interest** Section

Setting The Appointment

When talking to a prospective resident on the telephone, your objective is to get them into the office so you can narrow down their choice of property, have them view the property and fill out the application the same day.

MEMORIZE THE FOLLOWING AS YOU WILL BE TESTED ON THEM.

ALTERNATIVE OF CHOICE

1. Which home did you want to fill out an application for?

- The house on Bay or the one on Sylmar?

1. Are mornings or afternoons better for you?

- I have an opening at 2:00 or would 4:00 be better?

CONFIRMATION CLOSES

1. Okay, I have you confirmed for 4:00pm today. I am going to be setting that time aside for you, so be sure and call me if anything comes up.

2. Great, I look forward to meeting you at 4:00. Goodbye.

Successful Elements

The five elements for a successful leasing representative.....

1. Ask for the order at least "5" times

1. Ask for it in a variety of ways...but ask for it!

2. Go see your inventory

1. It adds realism and excitement to the sale

3. Stay on the phone for at least 5 minutes

1. This builds a relationship If they trust you, they will come

4. Call your AIS's every day in the morning/evening

1. Calling every day is the foundation which leads to a optimal results

5. Qualify your applications within 24 hours

1. Get the applicants back into the office while they're hot!

***Remember: Residents are coming to you to rent a home.
If you do not rent to them, someone else will!!!
Be assertive and ASK for the order!***

Asking For The Application

The five places to ask for an application.....

1. **Right when the residents walk in after viewing the properties.**
 1. *"Which property did you want to leave an application on, Bay? or Sylmar?"*
2. **After you hang the keys up on the board and are giving their key deposit back.**
 1. *"So which one did you like better, Bay? or Sylmar? Which one did you want to leave your application on?"*
3. **While they are deciding between the two.**
 1. *"Let's start filling out your paperwork to get you started."*
4. **After they give you any objections, use the appropriate close.**
5. **If over the phone and they viewed the property with the current resident or owner.**
 1. *"Great, I am glad you liked it! Why don't you come into the office to get your application started so you can be first in line for the home. This will prevent someone else coming in and renting it out from under you."*

Appointment In The Office

NOTE: Always have the M1 application and the AIS open at all times.

SMILE. Stand up and greet the client, offer to shake the client's hand. Introduce yourself. "Hi, my name is Ron, and yours is...?"

1. Go through AIS and pre-qualify.
2. Advise resident of office hours.
3. I provided you with a customized list that fits you and your family. Sometimes we will find you a home the first time out, but more often than not, it might take a little work to find the right one for you and your family. Some of our homes are ready for move-in, some are having work being done and some still have residents living in them or the resident just moved out and work has not yet been started. These may be a little rough around the edges. We have more houses to offer than anyone, so if the first three homes I have for you to look at are not right for you, let's talk about it afterwards so we can make sure you get the house you are looking for. We have 2-5 houses that become available every week, so I'm confident I can find the right home for you. I will be working for you until we find one.
4. I will give you maps of the area so it is easy to get to the homes to look at them. It will save you time. You may also use your own GPS device if you would like.
5. I will give you a list of all the schools and phone numbers to make it quick and simple.
6. I will be giving you a list of all the local utilities so hook up is fast and convenient.
7. We make sure you have a nice clean home when you move in. Our homes are used homes but we make sure they are clean and sanitized.
8. Within the first 14 days after you move in, we do a move-in check list with you so all items of concern can be noted. There will always be a couple of items that need attention.
9. We will change all the exterior locks (deadbolts) prior to your move in for your family's security.
10. Repairs are taken care of very quickly. We email all work orders to the contractor and they will contact you directly to schedule the work.

11. As you can see, we have the majority of quality homes on the market for rent. What this means to you is convenience and you won't have to fill out five different applications at five different locations/companies.
12. Our application process is very quick and hassle free.
13. We will give you renters insurance information so your personal belongings are protected before you move-in.
14. You will be working with me from this point until the day you move in. Once you move in, I will set you up with the Operations Department.

Viewing The Properties

This process may vary on your location.....

Once the prospective resident decides on which properties they will look at, you can map out a route through Mapquest that will assist them in viewing the properties and enable them to return to the office with little frustration.

Before keys can be checked out to a prospective client you must do the following:

VACANT PROPERTIES:

1. Be sure the property is vacant.
2. Verify the property inspector has completed his first walk-thru.
3. Have resident sign their AIS form, noting time they are expected to return to the office.
4. Collect \$50 in cash for each key or keep credit card until they return for each key checked out. (Can check out maximum of 3 sets of keys with a credit card deposit.)
5. Make copy of their driver's license.

RESIDENT OCCUPIED PROPERTIES:

1. Call resident and make an appointment to show the property. Immediately thank the resident for their cooperation and give them name of prospective resident that will be coming to see the property.
2. If arrangements have been made that property can be shown while resident is not home, you must personally show the property.
3. If resident does not respond to your request in time to show property, you can post a 24-Hour Notice to enter the property the next day, etc. to personally show the property.
4. If resident is not cooperative in showing the property, they will be fined per their lease agreement with Management One. If you have a resident who refuses to show the property or allow the home to be shown, please notify your manager immediately.

OWNER OCCUPIED PROPERTIES:

1. Always personally show the property.
2. Call the owner to schedule an appointment.
3. DO NOT let the prospective resident know that the owner is the one residing in the property.

After A Prospective Resident Views One Or More Properties

1. ASK which property they want to fill out an application on. i.e. "The one on "Bay" or the one on "Sylmar"?"
2. If they say, "neither", then find them 3 more properties to see.
3. OR get them to fill out an "Open" application.
 1. An Open application is an option that can be used when a prospective resident has not found a home they are interested in.
 2. The application is fully processed as if they had selected a property.
 3. Once qualified, the prospective resident has 30 days to decide on a property.
 4. If they do not choose a home within the 30 day time frame, then they would have to re-qualify once they have actually selected a new property - including paying the application fee again.
 5. Since they are already qualified, once they find a property they will have 24 hours to bring in a holding deposit.

Steps to take for the Application:

1. Fill out application form
2. Sign Basic Requirements form
3. Get copy of Driver's license (for all applicants over 18)
4. Get copy of their social security card or SS# must be on current check stub
5. Paycheck stubs on all applicants over 18
6. (Amount paid on company letterhead, signed by the owner of the company or office of corporation or payroll department)
7. If self-employed, get copies of their 1099's
8. Last year's tax returns
9. P&L Statement from their accountant
10. LES if they are in military
11. Checking account deposit slip
12. If any judgments/foreclosures over last years get paperwork

13. Bankruptcy over 2 years need paperwork
14. Get application fee
15. Explain the 24 hour deadline to get all papers in or they will go to an open status.

Back up Applications:

Sometimes a prospective resident will be interested in a home that someone has already submitted an application for. In this case, take the application as a "back up" application. If the first application doesn't qualify then the back-up applicant would be next in line. DO NOT process the application until you know if the first application is not going to qualify. If the first application does qualify, then call your applicant and see if they want to apply for another home or receive their credit check fee back.

Overcoming Objections

[Click here](#) to download Objections, Tie Downs, and Closes

Overcoming Objections and more

Overcoming Objections

Objection - "I have to talk to my husband/wife first."

YOUR CLOSE:

"I can understand how you feel. By the way, we would need your husband's/wife's authorization anyway before we can actually approve you for the property. However, if we go over most of the details and you fill out an application, I can hold the property for you and we can expedite getting you approved. When your husband/wife does authorize the papers, we can get you happily moved in faster, plus you won't have to worry about someone else renting the home. Of course that is a major concern since the home is at an excellent rental rate and looking for homes to rent gets really old after a while, doesn't it?"

By the way.....when where you looking to move in.....?"

OR

A back up close:

"You may want to at least fill out an open application to get things started as, I am sure you'll agree, that with over 100 homes for rent we will find you something and we can get you happily | move in."

Objection - "I need to get my security deposit back from the home I'm renting before I can put a holding deposit."

YOUR CLOSE:

"So, what you're concerned about is having the funds to make the transition work, isn't that right?"

That's a common problem in today's tough economic times. Let me share with you what several people have done to get the holding deposit.

There are a couple of options actually:

1. Some clients get a cash advance on their credit card for as little as \$35.00.
2. You can borrow from your family for a couple of weeks.

Here is the reason why. I think you'll agree this is a great rent rate for the home and area. If we don't tie it up today with an application, tomorrow someone may come in ahead of you and rent the home. Now you have to pay \$25 or \$50 more for the same type of home each month, that's \$600 more a year compared to only \$35 now. Even if you agree to pay your family the \$35, \$35 for \$1,000 for 30 days is equal to your family getting 40% interest on their money. That's compared to 5% they may be getting at the bank. That makes sense, doesn't it?"

By the way, I need your initial.....

Closes, Tie Downs and Alternative Choice

Closes, Tie Downs, and Alternative Choice

Memorize the following closes, tie downs, and alternative choice questions to use at the appropriate time to increase your success in 'closing the sale'.

EMOTIONAL CLOSE

Getting you happily moved in.

Looking at homes gets really tiring after a while doesn't it?

We can find you a nice home in a nice area for the kids.

If we wait you could lose out on this excellent rent rate (This creates urgency)

LOGICAL

Did you want a 3 Bedroom or a 4 bedroom?

Do you like the Riverside area or the Moreno Valley area?

TIE DOWNS

Doesn't it?

Wouldn't you agree?

Wasn't it?

Don't you?

Isn't that right?

ALTERNATIVE OF CHOICE

Which home did you want to fill out an application on the house on Bay or the one on Sylmar?

Are mornings or afternoons better for you?

I have an opening at 2:00 or would 4:00 be better?

Additional Techniques For Overcoming Objections

Successful leasing consultants can turn prospect's objections into golden sales opportunities. Here are key techniques that can bring great results.

OPENING GAMBIT

Take these three steps for all objections, no matter what those objections are.

1) Welcome the objection

Objections are signs of interest and indications of why prospects aren't buying. Respond positively. You might say:

"I'm glad you brought that up. It shows that you're really a step ahead of time."

2) Rephrase the Objection

To make certain you understand the problem, restate the objection in your own words. That enables you to clarify the real concerns. You might say:

"Let me make sure I understand your problem. Is it the lack of closet space or the interior size of the home that you feel is too small?"

3) Agree, at Least in Part

Show empathy for prospects' objections. This builds rapport and shows that you're on their wavelength. You might say:

"I understand why you might feel that way. Others who lived here also felt that way at first."

TACKLING SPECIFIC OBJECTIONS

After using your opening techniques, specifically answer the objection. Here are some key techniques you can pick and choose from to answer objections on price, features, and home locations.

When Price Is the Problem

- Point out other advantages that might offset a high price. You might say:

"If you live here, will you have a shorter commute to work? Will you spend less on gas and tolls?"

- Emphasize value rather than price. You might say:

"We have a full customer service program, including 24-hr maintenance. You can always find a cheaper price, but will you get a better value?"

- Minimize the price by reinforcing the features that met the prospect's need and by calculating the extra dollars on a per day basis. You might say:

"This home has almost everything you're looking for, including a southern exposure for your plants and it's only \$1.50 a day more. Isn't that worth it?"

- Offer to throw in cash equivalents, like a pool pass, that will offset the higher rent.

When Features Are a Problem

- Offer alternative solutions. If a closet isn't big enough, look for ways to use the space more effectively. You might say:

"I agree that this closet may look small. But, if we install a closet organizer, we can double the amount of space."

- Describe how a satisfied resident solved their problem. You might say:

"I understand that the carpet isn't going to match your color scheme. But I've seen so many people do wonderful things with area rugs."

- Treat problems boldly by pointing them out yourself and showing them in a new light. You might say:

"A lot of forethought went into designing this apartment. Most of the useable area is in the living room, where you spend most of your time. The designers economized on space where it's not as important, like the bedroom."

When Location Is the Problem

- Use the "boomerang" approach to reverse the objection by turning a negative into a positive selling point. For instance, if a prospect wants a home near the school, you might say:

"I agree that location near the school is nice. But, those locations tend to be noisy and you mentioned that peace and quiet is very important to you. ."

Planning Ahead

Good leasing consultants leave almost nothing to chance; they come well-prepared. What sort of action plan should you have for handling a prospect's objections? Leasing experts suggest the following:

- Compile in advance a list of all the objections that a prospect is likely to raise, and come up with the best answers that will convert each objection into a reason for renting the property.
- Memorize these answers so you'll have them at your fingertips and be able to use them convincingly and quickly. Practice saying them aloud so you'll sound fresh, not "canned."
- Role-play in periodic team meetings with other staff. Critique one another, and brainstorm to come up with even better responses.
- To gain produce knowledge, go on "tour" and view your properties, covering interior and exterior as well as the local neighborhoods. Ask the property inspector for opinions and ideas on such features as cabinet space, shelving possibilities, linear feet in closets, etc. Write down and learn the facts about these features.
- Prepare a list of the planned community's most salable features, such as tennis courts, weight rooms, pool, etc. Decide how much extra rent these would mean to the resident.
- Interview current residents and create a resource book on how they solved their objections. Also, note resources in the area where prospects can find boxes, storage space, and health club facilities.
- View some of your competitors' properties. Be familiar with their properties and selling strategies. Know their strengths and weaknesses. Know how you stack up against the competition and be able to sell against them. Never degrade your competitors. Talk strictly facts.

Processing New Applications

1. Once the resident has decided on a property to rent and fills out an application, verify the following:
 1. Number of occupants is within the limits on the property
 2. Move-in date is acceptable
 3. Pets are allowed
 4. Verifiable income
 5. Verifiable rental history
 6. Verify phone numbers
 7. Proper fees paid

If the number of occupants exceeds the maximum allowed and/or the applicant has a pet where none are allowed, you must call the owner for written approval.

If there are contingencies to the application such as a debt to income ratio that exceeds our qualifications, an indoor pet and/or the number of occupants exceeds the allowable amount, the owner must be contacted for approval only AFTER the application has been qualified by management.

1. Give resident all documents needed to submit a complete application. If resident does not have all documents (pay stubs, etc.) needed, give them 24 hour deadline (maximum) in which to submit. All of the following documents are located in M1.
2. [Application Criteria](#) (contains the application checklist, employment verification, and rental verification)
3. When paying their application fees, complete [Credit Check Fee Receipt](#) (Forms/Leasing/Creditcheck fee.doc) and have resident sign, then give resident copy.
 1. Log the funds received on the cash log (see forms-leasing-cash log). If fees are paid in cash, put in an envelope, seal it and label with property address. Keep on Cash log for the entire day's business. This will be turned in nightly to the deposit drawer.

NOTE: *This is important as it reminds resident that all fees are non-refundable.*

1. Before processing your application, place an [Application Process Checklist](#) on the top of your paperwork and follow procedures to insure no steps are missed and you can stay on track to complete the process in a timely manner. One of the items you will need to look at is the Resident Move-in List (TML) in order to see the status of properties that are for rent.

2. Credit check. Even after having reviewed qualifications with residents, it is not unusual to have a bankruptcy or eviction show up on credit which would disqualify them. If there are items that can be paid off or additional documentation is needed, you can call resident immediately to submit whatever you need within that first 24 hour period so application can still be qualified in a timely manner.

3. Once you have completed all verifications, you will turn the application into the manager for final approval. The qualification or rejection will be written in the box provided at the top right hand corner of the application.

4. Notifying the resident of the results should be done immediately.

Rejected applicants must be informed of the final results. Your conversation should be brief, gracious and discreet. Inform the applicant that the application has been denied due to

“Jean, I’m sorry to inform you that your application was denied because.....”

Do not engage in arguments with the applicant. You may gently direct the applicant to the sources provided to resolve any discrepancies. Mistakes sometimes happen, however, it is up to the resident to resolve.

Qualified applicants must be informed they need to bring in their holding deposit within 24 hours. Schedule a specific time for them to come into the office. MOST IMPORTANT, advise them that funds must be in the form of a cashier’s check or money order.

Holding Deposit

SETTING THE STAGE FOR A SUCCESSFUL PARTNERSHIP

Schedule an appointment within 24 hours of them being qualified to come into the office and pay their Holding Deposit (Legal Docs-Leasing-Holding Deposit). Make sure you have set aside adequate time to explain the next steps for the resident. Remind the resident that their holding deposit must be paid in the form of cashier's check or money order only.

Note: *Only one adult needs to sign the holding deposit, whereas the Rental Agreement must be signed by all adult parties.*

Utilize the "holding deposit" power point presentation. (Can be found in M1 under Forms/Leasing.) Explain to the resident that the property will now be taken off the market and is reserved for them. They are responsible to contact the utility companies at least 48 hours before they move into the property to provide adequate time for the accounts to be set up in their names.

Provide the resident a copy of the names and phone numbers of the utility companies in their area.

Thank them for choosing Management One as their property management company of choice. Give them copies of: (all of these forms are located in M1-forms-Leasing except the copy of the cashier's check or money order).

- Signed Holding Deposit
- Signed Utility Agreement
- List of Utility Companies
- Copy of Cashier's Check or Money Orders (required).
- Turbulence List
- PayLease (online payment(information)
- "How did you hear about us" form

****It's recommended to have several packets made up ahead of time to avoid having to print them each time a Holding is done****

Preparation Of A New Lease

The Rental Agreement should be prepared prior to the resident's appointment to bring in their remaining funds. You will need to complete the lease checklist (M1- Forms/Leasing/Legal docs) before you begin typing the lease.

- Confirm if there is lawn service provided on the property by Management One or by the owner's gardener. (Pull the owner's agreement in the property file.)
- Confirm if the property has a pool and/or spa and if service is provided. (Pull the owner's agreement in the property file. Normally, pool service is included. Print out the Pool Agreement letter)
- Confirm if there is an alarm system on the property and if service is provided. (Pull the owner's agreement in the property file and also the property information sheet.)
- Confirm the terms of the lease, whether it is for 6 months or for 1 year. (Pull the owner's agreement in the property file and also the property information sheet.)
- Confirm the number of garage opener remotes. (Check garage remote drawer and book.)

Note: Also check information page in maintenance on all of the above items to confirm if any other notations have been made on the file between residents or special conditions are to be noted.

- Calculate the prorated rent:

Get your daily rent rate by dividing the entire month's rent by 30 days. **(Always use a 30 day month no matter how many days are actually in the month.)** Take that number and multiply it by the number of days the resident will not be in the property. Then subtract that amount from the total rent rate and that becomes our prorated rent.

Example: Resident is moving in on the 20th of the month with a rent rate of \$1400.00.

Rent is \$1400 divided by 30 days = \$46.67

Daily rent rate of \$46.67 x 19 days = \$886.73

Rent of \$1400 - \$886.73 = \$513.27 (Prorated amount due)

Note: An easy way to remember how many days to multiply daily rent is to take whatever the move in date is and subtract 1 day from it. i.e., If the move in is on the 20th, use 19 days. If the move in is on the 10th, use 9 days.

Items to be inserted into Lease Form

Landlord Management One, and the company address
Tenants' first and last names and number of children
Entire property address including number, street, city, state, zip code
Enter first and last names of co-signers (if applicable) otherwise,
NONE

Sections:

A: Terms as agreed, followed by "Then month to month"
i.e. One year then month to month.

B: Date lease begins

C: Monthly rental rate

D: On 1st and late on 5th after 11:59pm

E: 5% of rent and \$5.00/day

F: Enter amount of the security deposit

G: See line A

K: Enter pet's name and breed or NONE if not applicable

2: Enter total number of occupants.

10: Place an X under yes or no if lawn service is provided and under front and rear .

11. Place an X under yes or no if pool service is provided.

35: Enter the number given to the tenant or "0" if not applicable on each item.

Prorated rent: Enter the following month's date as of the 1st and the amount due. If no prorated rent is due then continue to enter the following month and then put "0" in the amount due.

Signing The Lease

Always set an appointment to sign the lease so there is enough time to answer any questions the resident may have and to conduct proper orientation on the expectations of our company. A complete lease package should be prepared ahead of time, copies of keys should be made and garage remotes should be located. Review each document for accuracy and become familiar so you can answer questions accurately and with confidence. Signing the lease really sets the tone for the future relationship between our company and the resident and the expectations of both parties involved.

The Lease package includes:

- Rental Agreement
- Smoke Detector Agreement
- Military Clause (if applicable)
- Waiver (if required)
- No Hassles on Minor Maintenance Items
- Partnership
- Key Items to Make Your Tenancy Easy
- Move In Inspection Appointment Sheet
- Emergency Guide
- Power Point Presentation (if not completed during Holding deposit procedure)

All of these documents are found in M1 Forms/Leasing. We recommend you have several packets made up in advance to avoid having to make a packet at each lease signing.

1. All residents who are 18 years or older need to sign the Rental Agreement. The security deposit should be received prior to turning keys over to the resident.
2. Once all documents have been signed, copies should be given to the resident along with keys and garage door remotes.
3. It is critical that a move-in inspection be scheduled within the first 10 to 14 days of move in.
4. Also, make sure you verify all telephone numbers and emails. The residents may have had to change their old home phone number when moving.
5. Once the lease has been signed, attach a Re-Rent Checklist (M1-forms-leasing-Re-Rent checklist) and complete the top portion, then give to it accounting as indicated.

Reputation Management

At the Lease Signing

During lease signing have new residents while they are in the office write a review for \$25 Starbucks card for yelp and another \$25 for google plus but must be done in the office on their cell phone and this is the best chance for it to stick on sites. Ask the resident to write a story for their review, it can be about the rental process they recently experienced, from when you first met them all the way to signing the lease and how they enjoyed the experience and process.

1. Conduct the Lease Signing in the office
2. Ask for a Yelp Review and Google Plus Review
3. Offer a \$25 Starbucks Gift Card for each review
4. Caveat; Must be done on their Cell phone & at your office location
5. Ask them to write about an experience

Having A Locksmith Change The Locks

You will issue a work order to the locksmith upon the property renting to have the exterior locks changed two days prior to the resident's scheduled move in. The locksmith will re-key one lock on each exterior door for security purposes.

The reason you wait to have the re-key completed just prior to the move in is due to possible vendors, owners, etc. having the keys checked out during the vacancy period. This ensures the security of the home that the new resident will have the only access to the home besides the key kept in our master file.

Keyword Responses For A Positive Customer Service Experience

Q. When can I expect to be approved or how long will it take?

A. INSTEAD OF SAYING: I will call you when I get it done.

SAY: Normally, approval takes 24 48 hours provided everything is in order and your employer and past landlords respond right away.

Q. What happens if we leave before 1 year?

A. INSTEAD OF SAYING: You're liable for the full year.

SAY: When you authorize a lease, it's like taking out a loan. The only difference is we don't charge interest. A \$1,300/month rent is \$15,600. The loan is repaid at \$1,300/month, similar to a car loan.

Q. Can I have your gardener mow the back yard if I pay for it?

A. INSTEAD OF SAYING: You can't use our gardener.

SAY: When the gardener comes to mow the front, you can talk directly to them or I can give you their phone number. You would need to set up your own arrangement with them. I know previous residents have done this. We aren't set up to collect additional rent and add rear lawn service to your agreement since our agreement with the owner is for front service only.

Q. I need a copy of the rental agreement so my legal office at the base can look at it.

A. INSTEAD OF SAYING: I know that.

SAY: Of course, let me get that for you.

Q. 200% Security Deposit! Why so much?

A. INSTEAD OF SAYING: You have been approved for the home, but you need to bring in a 200% security deposit because of your negative credit and history that specifically has a current or recent foreclosure. I also need funds for one month's rent in the next 24 hours.

SAY: Congratulations! You have been approved, however, we did run into a few challenges with your past rental history and credit. We do require a higher security deposit of an additional 80%, which in your case would be \$_____. I do want to point out that all security deposits are refundable. In order to secure you new home, we would need one month's rent of \$_____ within the next 24 hours in order to take the property off the market so no one else rents it. When is the best time for you to come in?

REQUEST:

INSTEAD OF SAYING: I need papers on your _____.

SAY: In order to move forward on getting you qualified, we need copies of your tax lien that was paid. When could you fax those over to me so we can get you taken care of?

EXPLAINING THE SYSTEM:

Payments:

INSTEAD OF SAYING: All rent has to be paid by cashier's check or money order.

SAY: Due to insurance costs and security we are not able to take cash or personal checks. Therefore, all rents need to be paid by a cashier's check or money order.

Failure to come in with a Holding Deposit on time:

INSTEAD OF SAYING: You should have called me if you could not make it, as I need to know these things.

SAY: I am calling you regarding your Holding Deposit for the _____ property. Unfortunately, we are unable to hold the home off the market and I know it's the home that fits your needs. Management has given you an additional 24 hours to bring in your Holding Deposit to hold the home off the market for you. What time could you come in?

NOTE: This is provided there is not another back up application on the property.

Most important is that you be sensitive. Go the extra mile in your choice of words as well as your actions. Remember, trying to find a suitable home is very stressful for the client. They are looking to you to treat them with respect, respond with courtesy and to welcome them as new residents.

Sending Blind Emails To Your Prospective Clients

This email goes out the afternoon that the pricing is lowered. The purpose of the email is to create urgency with the prospective resident.

1. Using the "just reduced" flyer found in M1-Forms/Leasing/Blind Email, insert the photo of the property that you are emailing.
2. Fill in the information on the flyer and copy and paste into the body of an email
3. Using the "BCC" line of the email, copy and paste the email addresses of the prospective residents from the AIS that have called regarding this property. Using the "BCC" instead of the "TO" allows you to protect the privacy of other prospects but saves you time because you don't have to send individual emails; you can do a bulk email.

Blind Email Copy Example

JUST REDUCED \$\$\$\$\$



Dear [First Name],

This is _____ from X company. We have just reduced the price on one of the homes you inquired about from \$_____ to \$_____ per month.

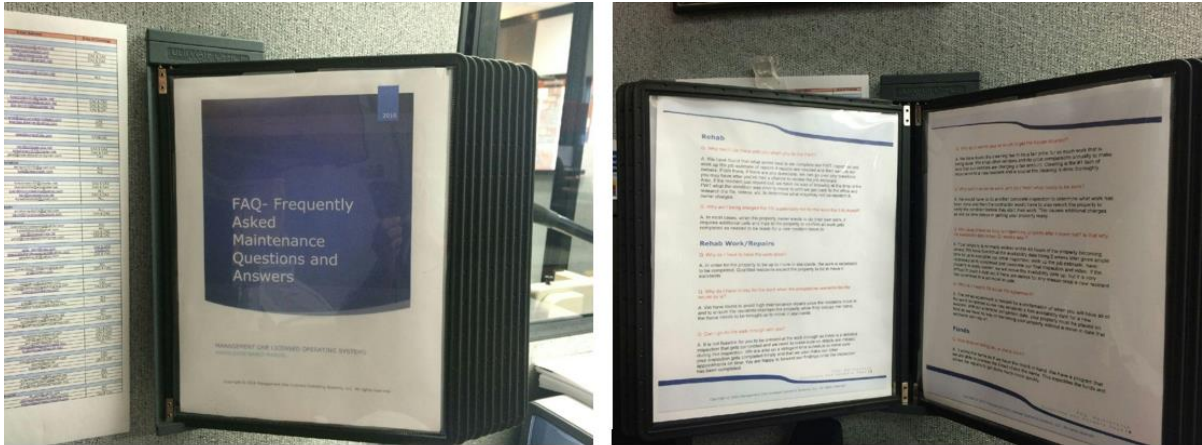
This is an annual savings of (\$_____) that you can use for Christmas, the kids or yourself.

If you haven't seen it yet, please drive by the property on your way to work or on your way home. If you have seen it and you would like to put in an application please e-mail me at _____ or **call me at**
_____.

FAQ- Frequently Asked Leasing Questions and Answers

[Click Here to Download MS Word .docx file](#)

Quick Reference Flip Chart



It is recommended that the following Frequently Asked Questions are printed and displayed in a Hanging Flip Chart in the Station or Cubical of the Leasing Consultant Division for Quick Reference.

This way the information is not hidden on the computer somewhere and it gives any new person the advantage they need for quick responses as well as providing superior customer service as they appear very knowledgeable from the very first day.

[Click Here to acquire your own "Wall Reference Organizer"](#)

Leasing Stadium Speech for New Owners

[Click here](#) to download and customize your speech.

Leasing Stadium Speech for New Owner

Leasing Stadium Speech for New Owner

Greetings <Mr./Mrs. Owner Last Name>,

My name is <your name>, your leasing consultant here at <Your Company>. I want to welcome you to <Your Company!> The reason for my call today is to welcome you to <Your Company>, introduce myself, and take a minute to explain how we work and what I'll be doing in the coming weeks in order to get your property rented as quickly as possible to you some cash flow coming in.

- First, I wanted to let you know that <Your Company> has been in business for <X> years, and we have leased over <x homes>. So we know our market, and we understand what it takes to get your property into rentable condition, as well as, getting them rented as quickly as possible.
- We list your property on over 40 real rental sites online in order to get maximum exposure on your property for the quickest turn around. Approximately, 60% of the market is shopping online these days.
- We have an excellent screening process, as it my duty to find you the right type of resident, and not just the first person interested. We screen for credit, income, as well as renter history, just to name a few.
- I can process applications within 24 hours, and make is hassle free for the resident. As they will work directly with me from the time they walk in the door, to the time I hand them the keys.
- I will update you on your property every Thursday, and give you the type of activity, current rent rate, as well as any feedback I am receiving from showings, be it positive or negative.

Is there anything else I can answer for you, while I have you on the phone? Have a wonderful day, I look forward to speaking with you on Thursday.

Application Qualifications

[Click here](#) to download the Qualification guidelines

Application Qualifications

Application Qualifications

Below you will find an example of some basic guidelines when qualifying prospective residents:

RENTAL HISTORY

- Less than one year but more than six months **Regular**
- Less than six months' rental history **Co-Signer**
- No Resident history **Co-Signer**
- Four late payments in last 12 months **Denied**
- Roommate as long as one roommate has one year of verifiable rental history - Regular (You still need to verify other roommate's resident history)

CO-SIGNER REQUIREMENTS

- Co-Signer must qualify the same as residents and the co-signer qualifies on their own. Add one month of resident's rent amount to their debt and compute ratio (do not combine the evaluation sheets)
- Co-Signer must outweigh the resident's credit IE: co-signer's positive credit must outweigh the resident's negative credit
- If Co-Signer is needed due to resident having more negative than positive credit, resident(s) combined must not have more than 10 negative credit lines for a Co-signer to be considered
- Co-Signer must have all positive credit

INCOME

- Mandatory-** 3 months' recent pay stubs required
- (If month rate does not substantiate requirement, then refer to YTD Gross Income)
- If **self-employed-** Last year's tax return or 3-6 months of personal bank statements to verify income
- Job Transfer** (if relocating from out of area), must have documented verification from employer that resident is relocating to new area and still employed
- New Job-** if on the job less than first pay period, need letter from employer verifying information
- Child Support-** Must be court ordered or show 3 months of canceled checks to count as income
- Financial Aid-** Take the housing allotment and divide by the number of months the statement reflects (normally 9 months appear on statement)
- Rental property-** if applicant has rental property and needing to show income due to debt ratio too high, resident must provide a copy of the rental agreement. We take 75% of the total rent on the agreement and add to the resident's income (debt if on credit also still added into total debt)
- Rent Ratio-** If rent ratio to income exceeds 40% **Co-Signer**
(Resident must make at least 2 times the monthly rent to qualify for a co-signer for income)

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CREDIT

- Foreclosures or real estate related bankruptcy must be at least 3 years old or **DENIED**
- If mortgage is 3 times or less late in 12-month period, qualify regular
- If mortgage late 4-5 times in 12-month period, must show in writing working with lender to try to save, short sale, or loan mod, if provided qualify with 200% security deposit
- Rent rate must be less than current mortgage
- Evictions- Must be 7 years old or show satisfied or **DENIED**
- (Exception: property decided to lender in lieu of foreclosure in last two years, we will accept)
- Bankruptcy non real estate related must be at least 2 years' old
- No Credit found verify social and if it's a match then proceed as normal
- Public Records More than 2 public records within past 2 years **DENIED**
(Court judgments, etc.)

CREDIT LINES

- Look at all credit in past 2 years
- Payments that are 30 or 60-day slow pay are still counted as Current. 90 days or later are **Negative**
- If account is closed but a balance is still owed and payments are being made, follow the above to determine if the credit line will be counted as a **Current** or a **Negative**
- If credit line shows a balance but no payment amount, take 3% of the total balance to determine a payment amount (if the balance is over \$25,000, verify payment amount)
- Collections** if collection is within past 2 years you will take 3% of the balance to determine a payment amount for debt ratio and also count it as a **Negative**. If collection is over 2 years old, you will take 3% of the balance to determine a payment amount but it will not count as a **Negative**
- Charge Offs** if charge off is within past 2 years, you will only count it as a **Negative**. If over 2 years old, it will not count at all. No dollar amount is included in the debt ratio
- If resident has more negative than positive credit, we will allow the resident to pay off negative accounts to bring their ratio to more current than negative. (This is only allowed if they have at least 1 current account established, all negative would be **DENIED**)
- More **Negative** than **Current** credit due to medical collections - resident ratio must not exceed 65% and a 200% security required. (IE: resident has 10 lines of credit, 4 positive and 6 negative and if the number of negatives are medical collections that take them over the positive count, the resident may qualify with a 200% security. If in this example the resident had only 1 negative medical, they would **NOT** qualify due to the negatives without the medical would be 5 negatives and 4 positives therefore they would not qualify even with the 200% security deposit)

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Reports

It is important that all reports be completed and turned in on time. This will keep you on track daily, weekly, monthly and provide information to management to evaluate your performance.

DAILY (These are turned in daily by 5pm to your manager):

- PTLED ledger. Make sure all the numbers are calculated correctly as this data is used by the manager to calculate your completed lease totals weekly and monthly. This report will be available in M1 in the future. A sample of the form is found in M1-Forms/Leasing/Pros tenant ledger.xls.

- Cash Log (if you have one for the day) is placed in the deposit drawer.

WEEKLY (These are turned in every Friday by 5pm to the manager):

-Internal Leasing report (ILR) with how many properties you have personally seen.

1. Print out the Internal Leasing report, circle the properties you have viewed, and calculate the percentage of viewed properties.

-Weekly calendar with how many appointments, showings, and applications taken.

1. Print out your weekly calendar, to show the number of appointments scheduled, how many showed, and any applications taken

**Every Tuesday blinds emails are sent out to prospective tenants (See page 47 above for the process)

**Every Thursday- Owner updates are to be done.

1. Run the Owner Leasing Report for status "For Rent"
2. Call all owners for properties that are up for rent and update them on the activities for the week. This is an opportunity to give them feedback on the property as well. If you need more advertising dollars from them, now is a great time to request those as well.

1. Example: Mr. Smith your property located at 1234 Elm Street has been on the market for 25 days, we had 10 calls, and I have shown it 3 times this week. The feedback has been positive/negative.

2. Reports can be printed or emailed to owner

Monthly: (These reports are turned in on the first day of each month for the previous month):

1. Properties rented- print a resident move in report using the "date rented" field, enter the dates from the previous month (i.e. for properties that rented in March you would enter 03/01/2011 to 03/31/2011).
2. Application Log- make a copy of the application log and turn in to the owner/operator or manager.

These reports and their deadlines may change according to performance and management's decisions. They may also be revised as deemed necessary by Management One.

(ILR) Internal Leasing Report

This Report is used to generate the Internal Leasing Report for the List of Properties the office is currently marketing "For Rent". This is used to discuss the properties in any internal office meetings and tracks the Leasing Activity on each property which is also beneficial when giving any Owner Updates regarding the marketing efforts of their rental property.

[Click Here to Watch a Video Tutorial](#)

Report - ILR

The screenshot displays the 'For Rent List' interface in the m1 Solutions system. The left sidebar contains a navigation tree with 'Leasing' expanded and 'Internal Leasing Report' selected. The main content area shows search filters for City (corona), Rent Low/High, and Available Status. Below the filters are three report tabs: 'Internal Leasing Report' (selected), 'Properties For Rent Report', and 'Properties For Rent Wipictures Report'. A list of three properties is shown, each with a photo, address, rent details, and occupancy status.

City	Zip	Map Grid	Available From	Available To
corona				

Rent Low	Rent High	Amenity1	Amenity2	Amenity3
		<SELECT FRQ>	<SELECT FRQ>	<SELECT FRQ>

Available Status
<SELECT FRQ>

Sort By Availability	Sort By Rent	Sort By Street	Listing Style
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>

Internal Leasing Report	Properties For Rent Report	Properties For Rent Wipictures Report
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Property Photo	Address	Rent	Occupancy
	11026 Evergreen Loop Corona, CA 92883	Rent: \$2,250.00 TMI: \$4,950.00 Beds: 3 Baths: 2.5 Sq Ft: 2899	Occupancy: VACANT CC
	2045 Las Colinas Circle #206 Corona, CA 92879	Rent: \$1,300.00 TMI: \$2,860.00 Beds: 1 Baths: 1 Sq Ft: 642	Occupancy: TENANT CC
	415 Scarborough Circle Corona, CA 92879	Rent: \$1,950.00 TMI: \$4,290.00 Beds: 3 Baths: 2 Sq Ft: 1520	Occupancy: TENANT CC

From the Tree View:

1. Expand **Leasing**
2. Select **Internal Leasing Report**
3. To Filter the List, fill in the **Search Criteria**

4. Select the **Available Status** from the drop down list
5. You can Change the **Sort Order** by checking the Appropriate Bubble
6. Then, Click **SEARCH**
7. To Filter the List even Further, You can checkmark just the **Properties** you wish to show
8. Then, to generate the Report, Click **INTERNAL LEASING REPORT**

Note: A separate window will open with the PDF report where you can View, Print or Save the document.

Updating the ILR

The screenshot displays the 'For Rent List' interface in the m1 Solutions system. The sidebar on the left contains a navigation menu with 'Leasing' and 'Internal Leasing Report' highlighted. The main content area features a search form with fields for City (set to 'corona'), Zip, Map Grid, and Available From/To. Below the search form are three report tabs: 'Internal Leasing Report', 'Properties For Rent Report', and 'Properties For Rent W/pictures Report'. The 'Internal Leasing Report' is selected, showing a list of properties with columns for status, rent, and application status. Numbered callouts (1-8) highlight specific UI elements: 1. Leasing menu item, 2. Internal Leasing Report tab, 3. City field, 4. Available Status dropdown, 5. Search button, 6. Property selection checkbox, 7. CALL dropdown, 8. Add button.

To update the **Leasing Log Status*** and **Count*** for any property, to show on the **Internal Leasing Report (ILR)** as well as the **Call Log** in the Property Detail Screen, then...

From the Tree View:

1. Expand **Leasing**
2. Select **Internal Leasing Report**
3. To Filter the List, fill in the **Search Criteria**
4. Leave the **Available Status** unselected, to pull all status'
5. Then, Click **SEARCH**
6. Checkmark the **Property** you wish to update from the list
7. Select the **Leasing Log Status*** to update the property with, from the drop down list
8. Then, Click **ADD**

Note: * The **Leasing Log Status** will update on the **ILR** and the **Call Log** for each property in their **Property Detail Screen**. This is used to track the Leasing Activity on each property and is an important component when discussing the properties in Office Meetings and in giving any Owner Updates regarding ...

- The number of **Calls taken**
- The number of **Applications Taken**
- The number of **Applications Qualified**
- The number of **Personal Shows**
- The number of **Resident Shows**

... For each Property on the Internal Leasing Report

Report - Internal Leasing Report

Management One Corona
 Corona, CA 92879
 Phone Fax

Internal Leasing Report
 Wednesday, March 16, 2016

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20												
ADDRESS	City Code	Square Feet	Stories	Beds	Baths	Fireplace	Central Air	Patio Covered	Patio Slab	Lawns In	Lawn Service	# Car Garage	Pool	Spa	Baths	Max. Occupancy	Available	Occupied By	Days On Market	Calls	Personal Shows	Resident Shows	Current Rent	High Rent	Low Rent	Apps Running	Apps Denied	App Status	LMS	Rental Code	Cross Streets
	CO	942	1	1	1	N	Y	Y	Y	N	Y	1	C	C	?	5	04/18/2016	R	6	3	0	0	1300	1300	1200	0	0	OCC		McKinley/Prome	
	CO	1520	1	3	2	Y	Y	Y	Y	FB	N	3	N	N	Y	5	04/25/2016	R	7	18	0	0	1950	1950	1800	1	0	AT	OCC	R	Buchanan/Maders
	CO	2899	2	3	2.5	Y	Y	N	Y	FB	N	2	C	C	N	5	03/22/2016	V	33	16	4	0	2250	2325	2225	1	0	AQ	WBD	R	MARKHAM

Properties for rent today: 3

3/18/2016 1

Report Navigation:

1. Property Address
2. City Code
3. Basic Amenities
 1. Square Footage
 2. # of Stories
 3. # of Bedrooms
 4. # of Bathrooms
4. Fireplace (Y- Yes or N - No)

5. Central Air (Y- Yes or N - No)
6. Patio
 1. Patio Covered (Y- Yes or N - No)
 2. Patio Slab (Y- Yes or N - No)
7. Lawns
 1. Lawns Installed (F - Front Only or FB - Front & Back)
 2. Lawn Srvc (Y- Yes with Landscaper, O - Owner Providing, HOA or N - No)
8. Garage; # of Cars that will fit
9. Pool and Spa (Y- Yes, C - Community HOA, or N - No)
10. Pets Allowed (Y- Yes, ? - Upon Request, or N - No)
11. Maximum Occupancy #; Amount of persons allowed to reside in the home
12. Availability Date; When the Property will be Available for a New Resident
13. Current Occupancy (R - Resident, O - Owner, or V - Vacant)
14. Days on Market; How long the property has been listed for Lease
15. Leasing Activity
 1. # of Calls (discussing the property)
 2. # of Personal Shows (by Agent)
 3. # of Resident Shows (by Resident)
16. Rent Range
 1. Current Marketed Rent Rate
 2. High Rent Rate (Agreed upon Starting Point)
 3. Low Rent Rate (Owner Approved Low-end Rate)
17. Application Activity
 1. # of Applications Running

2. # of Applications Denied
3. Current Application Status (AT - App Taken, AD - App Denied, or AQ - App Qualified)
18. Leasing Management Status (OCC- Occupied, FWT - First Walk Through, WF - Waiting Funds, WBD - Work Being Done, or COM - Completed)
19. Rental Code
20. Cross Streets
21. Total # of Properties for Rent and included in this Report.

Header & Footer Information:

- a. Office Name and Contact information
- b. Report Name
- c. Date the Report was Run / Printed
- d. Page Number of Report

(PFR) Property For Rent Report

This Report is used to generate the Property For Rent Report for the purposes of creating a filtered list for Prospective Residents, based on their specific needs...timeframe, rent range, property amenities, etc.

[Click Here to Watch a Video Tutorial](#)

Report - PFR

The screenshot displays the 'For Rent List' interface. The sidebar on the left shows the navigation tree with 'Leasing' expanded and 'For Rent List' selected. The main content area includes a 'Leasing Log' section with a 'Status' dropdown set to 'CALL' and an 'Add' button. Below this is a 'Search For Properties' section with filters for City (corona), Rent Low, Rent High, and Available Status. There are also options for sorting by Availability, Rent, or Street, and a 'Search' button. The results table shows three properties in Corona, CA, with details on rent, beds, baths, and availability. Red and yellow callouts with numbers 1-6 highlight key UI elements.

From the Tree View:

1. Expand **Leasing**
2. Select **For Rent List**
3. To Filter the List, fill in the **Search Criteria**
4. Select the **Available Status** from the drop down list
5. You can Change the **Sort Order** by checking the Appropriate Bubble

6. Then, Click **SEARCH**
7. To Filter the List even Further, You can checkmark just the **Properties** you wish to show
8. Then, to generate the Report, Click **PROPERTY FOR RENT REPORT** or **PROPERTY FOR RENT w/PICTURES REPORT**

Note: A separate window will open with the PDF report where you can View, Print or Save the document.

* To update the Status for any property on the **For Rent List** Screen...

- a. Checkmark the **Property** you wish to update from the list
- b. Select the **Leasing Log Status**** to change to, from the drop down list
- c. Then, Click **ADD**

** The **Leasing Log Status** will update on the **Internal Leasing Report (ILR)** and the **Call Log** for each property in their **Property Detail Screen**. This is used to discuss the properties in any internal office meetings and tracks the Leasing Activity on each property which is also beneficial when giving any Owner Updates regarding the marketing efforts of their rental property, regarding ...

- The number of Calls taken
- The number of Applications Taken
- The number of Applications Qualified
- The number of Personal Shows
- The number of Resident Shows

... For each Property on the Internal Leasing Report

Report - Property For Rent List

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21							
ADDRESS	Unit	CC	City Code	Rent	Total Move In	Square Feet	Stories	Beds	Baths	Fireplace	Central Air	Patio Covered	Laundry	Laundry Service	Car Garage	Washer/Dryer	Dishwasher	Pool	Spa	Pets	Carpet Color	Max Occupancy	Available	Cross Street	Map	Zip	Lease Term
	CC	2200	2540	1758	2	3	2	Y	Y	N	Y	Y	FB	N	2	HG	Y	C	C	C		5	04/18/2016	McKinley/Promenade	743H2	92879	12 months
	CC	2250	4950	1500	2	3	2	Y	Y	Y	Y	Y	Y	N	2	GG	Y	C	C	C		5	04/04/2016	McKinley/Ranch Vista	743H2	92879	12 months
	CC	1925	4235	1500	2	3	2	Y	Y	Y	Y	Y	Y	Y	2	GG	Y	C	C	C		5	04/04/2016	Via Santiago	742J5	92882	12 months

Report Navigation:

1. Property Address
2. Unit Number
3. City Code
4. Listed Rent Rate
5. Total Move In Cost (1st mo. Rent + Security Deposit)
6. Basic Amenities
 1. Square Footage
 2. # of Stories
 3. # of Bedrooms

4. # of Bathrooms
7. Fireplace (Y- Yes or N - No)
8. Central Air (Y- Yes or N - No)
9. Patio
 1. Patio Covered (Y- Yes or N - No)
 2. Patio Slab (Y- Yes or N - No)
10. Lawns
 1. Lawns Installed (F - Front Only or FB - Front & Back)
 2. Lawn Srvc (Y- Yes with Landscaper, O - Owner Providing, HOA or N - No)
11. Garage; # of Cars that will fit
12. Appliances
 1. Washer / Dryer Hookups "Location/Type" ("Location" H - Home, G - Garage & "Type" E - Electric, G - Gas; [ex. HG "Home/Gas"])
 2. Dishwasher Included (Y- Yes or N - No)
13. Pool and Spa (Y- Yes, C - Community HOA, or N - No)
14. Pets Allowed (Y- Yes, ? - Upon Request, or N - No)
15. Carpet Color
16. Maximum Occupancy #; Amount of persons allowed to reside in the home
17. Availability Date; When the Property will be Available for a New Resident
18. Cross Streets
19. Map Book Coordinates
20. Zip Code
21. Lease Term (12 mo. or M2M - Month to Month)

Header & Footer Information:

- a. Office Name and Contact information
- b. Report Name

- c. Date the Report was Run / Printed
- d. Page Number of Report

Report - Property For Rent List with Pictures

Management One Corona
 Corona, CA 92879
 Phone: Fax:

Properties For Rent
Friday, March 18, 2016

Property Photo	Address	Specifications	Lease Terms & Amenities
	Corona, CA 92879 Rent: \$1,200.00 TMI: \$2,640.00	Beds: 1 Baths: 1 SqFt: 642 Lawns In: N Lawn Srv: Y HOA Flooring: Patio: N Available: 4/18/2016	Fpl: N C-Air: Heat: Y Lease Term: 12 months Patio Covered: Y Pets: ? Max Occup: 2 Pool: C Spa: C Wash-Dryer H-Up: HG
	Corona, CA 92879 Rent: \$2,250.00 TMI: \$4,950.00	Beds: 3 Baths: 2.5 SqFt: 1758 Lawns In: FB Lawn Srv: N Flooring: Patio: N Available: 4/4/2016	Fpl: Y C-Air: Heat: Y Lease Term: 12 months Patio Covered: N Pets: Y Outdoor Max Occup: 6 Pool: C Spa: C Wash-Dryer H-Up: HG
	Corona, CA 92852 Rent: \$1,525.00 TMI: \$4,235.00	Beds: 3 Baths: 2.5 SqFt: 1500 Lawns In: Y Lawn Srv: N Flooring: Patio: N Available: 4/4/2016	Fpl: Y C-Air: Heat: Y Lease Term: 12 months Patio Covered: Y Pets: N Max Occup: 5 Pool: C Spa: C Wash-Dryer H-Up: GG

3/18/2016 1

Report Navigation:

1. Property Photo
2. Rental Information
 1. Property Address (Number, Street, City, & Zip)
 2. Listed Rent Rate
 3. Total Move In Cost (1st mo. Rent + Security Deposit)
3. Property Characteristics & Services
 1. Amenities;
 1. # of Bedrooms
 2. # of Bathrooms
 3. Square Footage
 2. Lawns:
 1. Lawns Installed (Y- Yes or N - No)
 2. Lawn Service (Y- Yes with Landscaper, O - Owner Provided, HOA or N - No)
 3. Availability Date
4. Additional Amenities and Conditions
 1. Fireplace (Y- Yes or N - No)
 2. Central Air / Heating (Y- Yes or N - No)
 3. Lease Term (12 mo. or M2M - Month to Month)
 4. Pet (Y- Yes, ? - Upon Request, or N - No)
 5. Maximum Occupancy #; Amount of persons allowed to reside in the home
 6. Pool and Spa (Y- Yes, C - Community HOA, or N - No)

7. Washer / Dryer Hookups "Location/Type" ("Location" H - Home, G - Garage & "Type" E - Electric, G - Gas; [ex. HG "Home/Gas"])

Header & Footer Information:

- a. Office Name and Contact information
- b. Report Name
- c. Date the Report was Run / Printed
- d. Page Number of Report

(RML) Resident Move-in Ledger

This Report is used to generate the Resident Move-in Ledger. The Leasing Division uses this report to keep track of the Leases they will be signing with Residents and Project when those leases will be signed based on the Move-in Date.

The Maintenance Division uses this report to keep track of the LMS (Leasing Management Status) to confirm that the Rehab Process is on track with the Projected Schedule allocated for each stage in order to deliver the property to the new Resident by the Availability Date.

[Click Here to Watch a Video Tutorial](#)

Report - RML

Resident Move In Ledger

BACK TRAINING CMD CTR CURRENT PROSPECTIVE RESIDENT HOLDING DEPOSIT AGMT RENTAL AGMT

Search For Properties

From To

a* **c*** Search **3** Print Preview

b* Date Rented Move In Date No Date

Address	LMS	Date Rented	Move In Date	Actual MID	MI Inspection	Leasing REP	Occupancy	Detail	Mapgrid	Map
Riverside 92503	COM	3/11/2016	3/21/2016			Trisha	VACANT	Detail	714J4	Map
Corona 92879	WBD	2/12/2016	3/21/2016			Trisha	VACANT	Detail	744B2	Map
Corona 92883	COM	3/9/2016	3/21/2016			Trisha	VACANT	Detail	773J6	Map
Riverside 92501	WBD	2/25/2016	3/28/2016			Trisha	VACANT	Detail	685G1	Map
Corona 92883	WBD	3/16/2016	3/28/2016			Trisha	VACANT	Detail	804G7	Map
Riverside 92505	COM	3/9/2016	3/29/2016			Trisha	VACANT	Detail	714C5	Map
Riverside 92504	COM	3/14/2016	4/1/2016			Trisha	VACANT	Detail	715E4	Map
Corona 92879	OCC	3/18/2016	4/29/2016			Trisha	TENANT	Detail	744B2	Map

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From the Tree View:

1. Expand **Leasing**
2. Select **Resident Move In Ledger**
3. The Scheduled Move Ins will appear on the Screen
4. To generate the Report to Print, Click **PRINT PREVIEW**

To Filter the List by Date:

- a. Enter the **Date Range** you wish to View
- b. Select the **Event of the Date Range** chosen (Date Rented, Move In Date, or No Date)
- c. Then, Click **SEARCH**

Note: A separate window will open with the PDF report where you can View, Print or Save the document.

Report - Resident Move-in Ledger

Address	Rented	LMS	Proj. MID	Leasing REP	Occupancy	Mapgrid
side 92503	3/11/2016	COM	03/21/2016	Trisha	VACANT	714J4
79	2/12/2016	WBD	03/21/2016	Trisha	VACANT	744B2
Corona 92883	3/9/2016	COM	03/21/2016	Trisha	VACANT	773J6
Corona 92883	3/16/2016	WBD	03/28/2016	Trisha	VACANT	804G7
side 92501	2/25/2016	WBD	03/28/2016	Trisha	VACANT	685G1
erside 92505	3/9/2016	COM	03/29/2016	Trisha	VACANT	714C5
side 92504	3/14/2016	COM	04/01/2016	Trisha	VACANT	715E4
Corona 92879	3/18/2016	OCC	04/29/2016	Trisha	RESIDENT	744B2

Report Navigation:

1. Property Address
2. Date the Property was Rented

3. Leasing Management Status (OCC- Occupied, FWT - First Walk Through, WF - Waiting Funds, WBD - Work Being Done, or COM - Completed)
4. Projected Move-in Date
5. Leasing Representative that Rented the Property
6. Occupancy Status (Resident, Owner, or V - Vacant)
7. Map Book Coordinates

Header & Footer Information:

- a. Office Name and Contact information
- b. Report Name
- c. Date the Report was Run / Printed
- d. Page Number of Report

Keyboard System

The keyboard is a color coded board which is labeled with the property address on each tag along with 3 hooks for sets of keys and relevant tags. The Color coded sections denotes the current level of occupancy/vacancy and correlates directly with 3 reports;

1. (ILR) Internal Leasing Report
2. (RML) Resident Move-in Ledger
3. (COL) Close-Out Ledger

Keyboard Color Code



The keyboard is organized and segregated by 5 Colors which correlates directly with 3 reports; (ILR) Internal Leasing Report, (RML) Resident Move-in Ledger & the (COL) Close-Out Ledger; as well as denotes the current level of occupancy.

Orange- Owner occupied

Blue- Vacant

Green- Tenant occupied

White- Rented/Move-in

Yellow - Closeout

Color Categories Explained

Orange Label- **Owner occupied**

Owner is still occupying property so you cannot check out keys to this property to anyone and the property must be personally shown (3 sets of keys on the board at this time) (the property address & the scheduled move out date to be noted on the tag)

Blue Label - **Vacant**

Property is vacant (please note the Property Inspector must walk the property before it's deemed vacant; an owner or a resident turning in keys is not considered vacant and details of this will be covered in training as to why) (2 sets of keys and a red tag on the board at this time) The property inspector will change the keys to a Blue Tag once the first walk through has been completed.

Green Label - **Tenant occupied**

Current Resident is still occupying the property so you cannot check out keys to this property to anyone (there would only be 1 set of keys on the board at this time) (The property address & scheduled move out date to be noted on the tag)

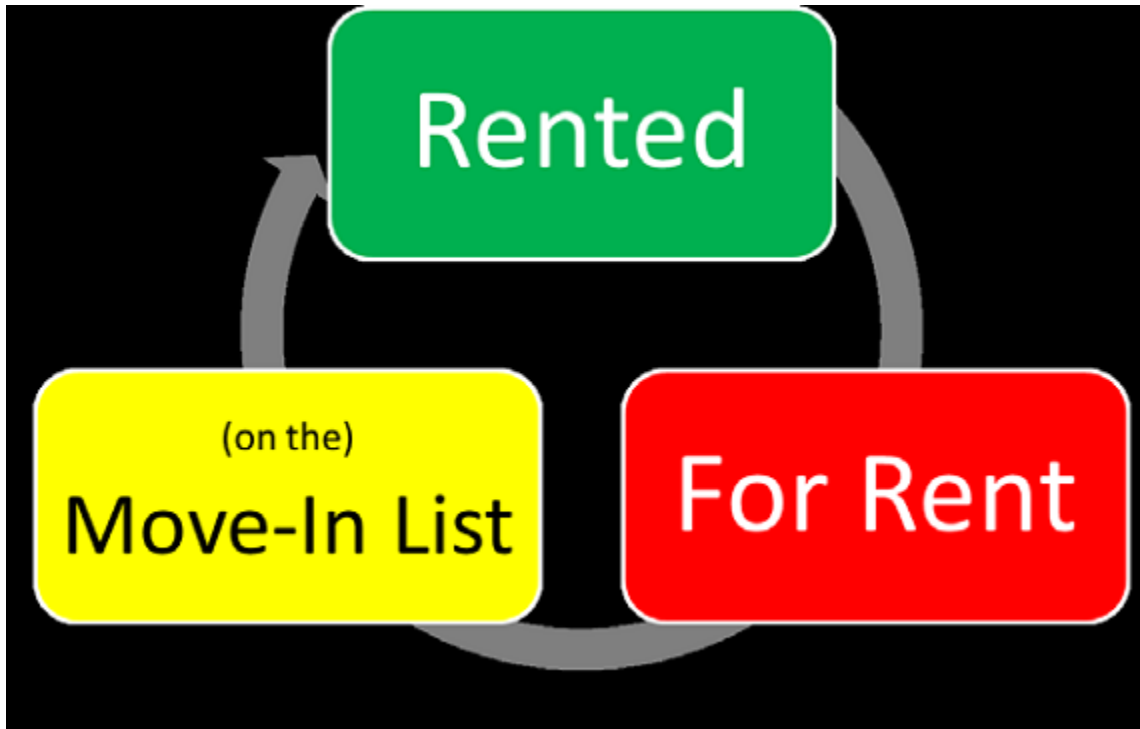
White Label - **Rented / Move-in**

Property is rented and waiting for the new resident to move in (1 set of keys if the property is still occupied; 2 sets of keys and a red tag if the property is vacant) (the property address & the scheduled move in date to be noted on the tag)

Yellow Label - **Closeout**

These tags are for all properties that are being closed out after a resident moves out. (the property address & scheduled move out date to be noted on the tag)

Key Board Statuses & Rental Categories



There are only 4 statuses a property will be in, within our inventory.

1. For Rent
2. Move-in
3. Rented
4. Closeout

There are only 4 categories that properties will come from, "for rent", and will either have an (NPO) New Prospective Owner sheet or a (BOM) Back on Market sheet.

(N) New Accounts-NPO

(R) Re-rent-BOM

(E) Evictions-BOM

(B) Breaking of Lease-BOM

Additional Tags

White Tag with Writing ("Keys to be made") New Account

If Owner Occupied - An Owner is to turn in 3 sets of keys when the sign as a new account, however if the owner only has one set to turn in, the keys will be placed on the board with two tags that state "Keys to be Made" until the Property Inspector has been able to make copies.

White Tag with Writing (R - OCC) Resident Occupied

If Resident Occupied - When a property is a "Back-on-Market" or a "Closeout", then the one set of keys, kept on file in the office, will be placed on the board with two tags that state "Keys to be Made" until the Resident vacates and turns in the two sets they have.

White Tag with Writing ("Staff Member's Name") Keys are Checked Out

If a Staff member has checked keys out for a Showing or to Personally Show, they would replace the key set with a key tag that has their name on the board so that anyone can see who is responsible for the keys that are checked out.

White Tag with Writing ("Owner") Keys are Checked Out

If the property is Vacant, and the Owner has decided to manage the Rehab himself, he would then checkout a key from the office or may have his contractor check a key out. For each set of keys checked out, they would be replaced with a tag stating "Owner" so you know the owner has them. A checkout key form would also have been signed by the owner or their contractor.

3 sets of keys with White Address Tags (V - VAC) Vacant


The Occupant has vacated and all keys are on the board

Red Tag- Lockbox on property

One set of keys is taken from the board placed in a lockbox secured at the property on the front door. The Keys on the board are replaced with a Red Key Tag (this is only on vacant properties, once the First Walk Through (FWT) has been performed by the Property Inspector)

M1 Rehab Algorithm "For Rent" Inventory Tool

M1 Rehab Algorithm "For Rent" Inventory Tool



LMS (Leasing Maintenance Status)
Availability Date

(Status codes correspond to each number of days remaining)

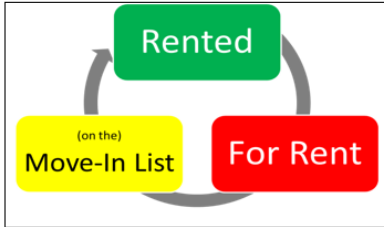
- OCC (Occupied) - 17 calendar days to move-in
- FWT (First Walk Thru) - 15 calendar days to move-in
- WF (Waiting for Funds) - 12 calendar days to move-in
- **WBDO (Work Being Done by Own)** - 12 calendar days to move-in
- WBD (Work Being Done by Mgt One) - 8 calendar days to move-in
- COM – (Ready - Can Move in Anytime) - 0 days until move-in

For Total Transparency to all Staff

Powered by
Management One
Property Management

March 2016

S	M	T	W	T	F	S
28	29	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2



This Algorithm is used to determine the Date a property can be Available for a Resident to take possession.

To work this Algorithm, one must count down or count backwards, meaning on day one (i.e., the property is Vacant and the Property Inspector can perform his initial [FWT] First Walk Through) the schedule affords 17 days until the property is available for move-in.

As the schedule progresses each status acts as a milestone with a certain number of days afforded for that phase in the process. It will be very apparent if there is an issue in meeting the deadline to make this property available by the calculated date, if the property status does not correlate with the calculated days in the process. For example, if today's date is the 11th, and the property is committed to a New Resident to be ready on the 17th, then the status needs to be (WBD) Work Being Done in order to be on schedule. If the Status is still (WF) Waiting Funds from the owner, then the number of days

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available for the contractors to complete the work and the time needed for the Property Inspector to perform his Final Walk Through is now greatly restricted and chances are the Resident Move-in Date will have to be pushed out, which can cause a number of issues on all parties including expenses and scheduling.

-All Properties must correlate their position on the key board with their Occupancy Status and reflect their availability dependent on their (LMS) Leasing Maintenance Status as indicated in the (ILR) Internal Leasing Report and (RML) Resident Move In Ledger.

M1 Rehab Algorithm "For Rent" utilizing the Internal Leasing Report (ILR)

M1 Rehab Algorithm "For Rent" Integrate with M1Software





Management One Moreno Valley
23846 Sunnymead Blvd. #10
Moreno Valley, CA 92553
Phone:951-924-4315 Fax:951-924-7241

Internal Leasing Report
April 25th 2016

ADDRESS	City Code	Sqare Feet	Stories	Baths	Fireplaces	Central Air	Patio Covered	Patio Slab	Lawn In	Lawn Service	# Car Garage	Pool	Spa	Pets	Misc Occupancy	Available	Occupied By	Days On Market	Calls	Percent Shows	Percent Shows	Current Rent	High Rent	Low Rent	Appt Running	Appt Delayed	Appt Delayed	Appt Delayed	Rental Code	Cross Streets					
5697 Abernathy Dr.	RV	2200	2	4	2.5	Y	Y	Y	Y	FB	N	2	N	N	7	6	READY	V	71	18	4	0	1875	1995	1875	0	0	0	0	0	0	WBD	E FAIR ISLE/ABERN		
25751 Cayenne Ct	MV	1200	2	4	2	Y	Y	Y	Y	FB	N	2	N	N	0	6	MHOLD-CO	V	23	0	0	0	1345	1345	1345	0	0	0	0	0	0	WBD	N *COTTONWOOD*		
19617 Creamton Pl	RV	3500	3	5	3	Y	Y	N	Y	FB	N	2	Y	Y	7	7	11/28/2012	O	13	4	0	0	2395	2395	2200	0	0	0	0	0	0	OCC	N TRAUTWEIN		
24116 Finley	MV	1550	1	4	2	Y	Y	Y	Y	FB	N	2	N	N	0	6	12/20/2012	T	23	4	2	0	1225	1275	1175	0	0	0	0	0	0	OCC	R BRODIEAHEAC		
24281 Finley Dr.	MV	1524	1	4	2	Y	Y	N	Y	F	N	2	N	N	0	6	11/16/2012	V	69	17	2	0	1200	1375	1175	0	0	0	0	0	0	0	WBD	R HEACOCKCACT	
1888 Flory Dr	PE	1188	2	3	2	N	Y	N	Y	FB	N	2	N	N	0	5	11/23/2012	V	27	2	1	0	1250	1295	1175	0	0	0	0	0	0	0	FWT	N PERRIS/NOEVO*	
27774 Glassstone	MV	3200	2	5	4	Y	Y	Y	Y	FB	Y	3	N	N	0	7	12/1/2012	T	1	0	0	0	1995	1995	1795	0	0	0	0	0	0	0	OCC	R MORENO BEACH/FF	
1835 Gloria	HY*	1600	1	4	2	Y	Y	N	N	FB	N	2	N	N	7	8	READY	V	129	45	13	0	1100	1395	1100	1	1	1	1	1	1	COM	N GEATONSANDER		
25443 Hawkwood Trail	MV	1848	1	3	2	Y	Y	Y	Y	F	N	2	N	N	5	5	12/29/2012	T	6	0	0	0	1450	1450	1250	0	0	0	0	0	0	0	OCC	R PERRIS/IRONWIC	
2222 Jornada	PE	1619	2	4	2.5	Y	Y	N	N	FB	N	2	N	N	0	6	READY	V	31	3	1	0	1375	1395	1295	0	0	0	0	0	0	0	COM	E REDLANDS/SORAL	
14611 Justin Pl.	MV	1168	1	3	2	Y	Y	N	Y	F	N	2	N	N	0	5	11/16/2012	V	38	14	4	0	1175	1195	1095	2	2	2	2	2	2	2	WBD	E INDIAN/CACTUS	
16701 Kellenburg Ln	MV	1963	2	5	3	Y	Y	Y	Y	FB	N	2	N	N	0	6	HOLD-INS	V	2	0	0	0	1425	1525	1425	0	1	1	1	1	1	1	FWT	R PERRIS/KRAMEF	
15200 Legendary Dr	MV	3089	2	5	3	Y	Y	N	Y	FB	N	3	N	N	7	7	12/12/2012	T	17	8	1	0	1895	1895	1795	1	1	1	1	1	1	1	OCC	R MORENO BEACH	
24473 Larioa	MV	1600	2	3	2	Y	Y	Y	Y	FB	N	2	N	N	0	5	11/30	T	49	34	5	8	1100	1200	1100	0	1	1	1	1	1	1	OCC	B INDIAN/KOLOS	
12930 Montecito Dr.	MV	1000	1	3	2	Y	Y	N	Y	F	N	2	N	N	0	5	11/23/2012	V	31	16	4	0	1175	1225	1025	1	0	0	0	0	0	0	AT	FWT	R Eucalyptus/Lesell
23778 New England Dr	MV	1497	1	3	2	Y	Y	N	Y	N	2	N	N	N	0	0	MHOLD-CO	V	31	3	0	0	1325	1325	1325	0	0	0	0	0	0	0	0	FWT	N *GRAHAM/MALLEE
13048 Ninebark	MV	1341	2	3	2	Y	Y	N	Y	FB	N	2	N	N	0	5	MHOLD-CO	V	8	0	0	0	1125	1125									N *EUCALYPTUS		
23208 Normsgrve	PE	1420	1	3	2	Y	Y	N	Y	FB	N	2	N	N	5	5	12/17/2012	T	3	0	0	0	1195	1195									WBD	R RIDER/SEATON	
1491 Remembrance Dr	PE	1749	2	4	2.5	Y	Y	Y	Y	FB	N	2	N	N	8	8	READY	V	44	16	2	0	1200	1300									N *REDLANDS/INJUE*		
18340 Saint George Way	MV	1600	1	4	2	Y	Y	Y	Y	FB	N	2	N	N	0	8	11/28/2012	O	18	3	0	0	1395	1395	1100	0	0	0	0	0	0	0	OCC	N *PERRIS/KRAMEF	
2544 Spectacular Bid	PE	1371	1	3	2	Y	Y	Y	Y	F	N	2	N	N	7	5	READY	V	1	0	0	0													
22073 Spring Crest Rd	MV	1300	1	2	2	Y	Y	Y	Y	FB	Y	2	N	N	0	4	HOLD-PAY	T	24	0	0	0													
22801 Springdale Dr	MV	1600	2	3	2.5	Y	Y	Y	Y	B	N	2	Y	Y	0	5	READY	V	48	17	4	0													
23607 Suncrest Ave.	MV	1400	1	3	2	Y	Y	N	Y	FB	N	3	N	N	0	5	HOLD-CON	D	11/1/2012																

Rented


(on the)
Move-In List


For Rent

M1 Rehab Algorithm "For Rent" utilizing the Resident Move In Ledger (RML)

M1 Rehab Algorithm "For Rent"

Integrate with M1Software

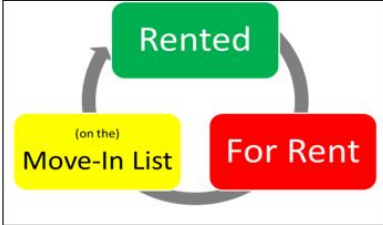




Management One Moreno Valley
 23846 Sunnymead Blvd. #10
 Moreno Valley, CA 92553
 Phone:951-924-4315 Fax:951-924-7241

Resident Move In Ledger
 April 25th 2016

Address	Rented	LMS	Proj. MID	Leasing REP	Occupancy	Mapgrid
21370 Shakespeare Ct. Moreno Valley 92557	10/25/2012	COM	11/12/2012	Marco	VACANT	716H1
25193 Billie Dr. Moreno Valley 92553	10/17/2012	WBDO	11/12/2012	Cindy	VACANT	717G7
15147 Calle Renfro Moreno Valley 92551	10/23/2012	COM	11/15/2012	Marco	VACANT	747H1
12213 Orchid Ln #C Moreno Valley 92557	11/1/2012	COM	11/20/2012	Marco	VACANT	717F2



Key Board Protocol

-All Properties must correlate their position on the board with their Occupancy Status and reflect their availability dependent on their (LMS) Leasing Maintenance Status as indicated in the (ILR) Internal Leasing Report and (RML) Resident Move In Ledger.

-Every property on the key board must have 3 key tags

-New Accounts must have 3 sets of keys- if only 1 set is given, then there should be two tags which state "keys to be made" until they are made and hung on the keyboard.

-Back on Market (BOM) Properties will have 1 set of keys (from the office filing cabinet) and the other 2 hooks will have key tags which note "Resident Occupied".

-Occupied status address labels will state the potential move-out / vacancy date.

-When a resident turns in all keys, the address tag and keys are not moved from "Green" to "Blue" until the Property inspector has walked the property and changes the (LMS) Leasing Maintenance Status on the (ILR) Internal Leasing Report, from "OCC" to "FWT". The same goes for Owner occupied property; From "Orange" to "Blue".

-When a property changes to (FWT) First Walk Thru status, one set of keys are taken off the key board and placed into a lock box which is left on the door knob of the rental property. This key hook is then marked with a "Red" key tag to note that a set of keys are in a lock box at the property.

-If the owner or his vendor needs a set of keys, one will be taken off the board and replaced with a key tag that states "Owner" to note the owner has a key.

-All keys must be signed out before released.

-If a key is taken off the board or checked out to a prospect by a staff member, the set of keys must be replaced with a key tag with notes the staff member's "Name" whom removed the keys.

-Only keys for "Vacant" status properties can be checked out to prospective residents. All prospects must have been pre-screened prior and must provide a photo ID, give a deposit for the keys and sign the (AIS) Applicant Interview Sheet which states they are not taking possession of the home.

-Any property on the board may change status to "White" once a Holding Agreement is signed with a new prospective resident and the property is considered Rented and waiting for Move-in. The vacancy date is then replaced with the projected Move-in date on the address label.

One Touch System

The One Touch System has been designed to provide order to one's day and reduce any feeling of being overwhelmed.

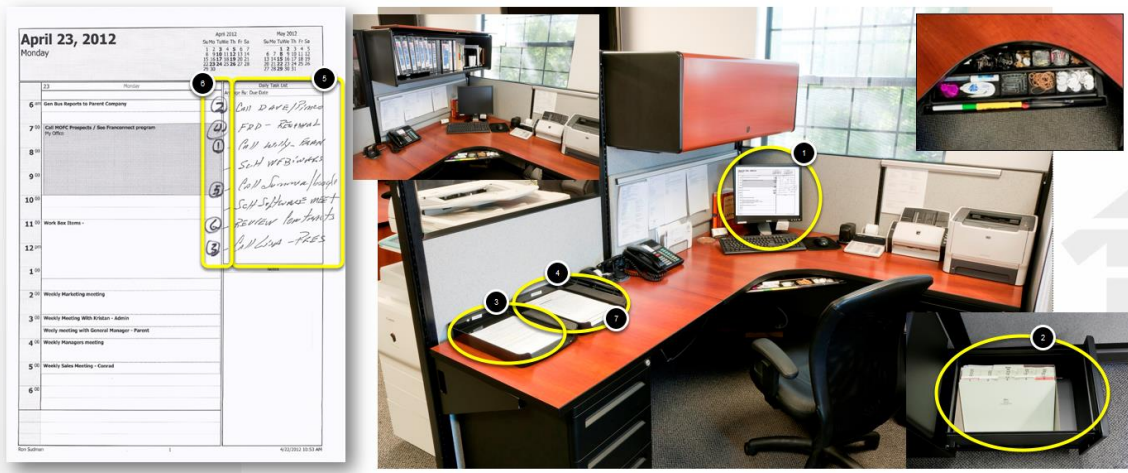
It's in the name...only Touch the Paper/file once, work it as far as you can take it, then move on to the next item.

The goal is to process through as much of the Stack of files in your Work Box as possible, eventually having an empty Work Box.

However, if at the end of the day there are a few items left, leave them in your Work Box. They will just take a higher priority for completion the following day.

The following day you will start over, beginning with the Steps of the One Touch System.

One Touch System Outlined



One Touch System

1. Run out **Outlook Calendar**
2. Pull items out of **Tickler File**
3. Take items out of **In Box**
4. Take items out of **Work Box**
5. **Write Out** all Priority items combined from Tickler, Work Box & Inbox
6. **Prioritize** your outlook 1-6
7. Place all Combined Items in **Work Box for the day**. *(Any new Items will be placed in the Inbox and will wait to be addressed the following day)

Then, start with first item and go as far as you can go then either:

- A) File it
- B) Throw it away
- C) Set up in tickler if you're waiting for a call back
- D) or Tickler it for a future date

Spending 15-20 min a day organizing your work for the day and week will keep you from feeling you don't have enough time to get your work done and you won't be overwhelmed.

Contributing Factors that Lead to feeling Overwhelmed

1. Doing things 3 times instead of once (Don't cut corners and Do it right the first time)
2. Not following the system and doing things out of order and having to back track
3. Getting complaints due to not following systems
4. Team members not being consider of other team players when they are out for the day and not calling in on time and being in the daily meeting. When this is not done pressure increases and complaints increase again taking up more time, thus making you feeling overwhelmed.
5. Not asking for managements help when you need it before you are drowning to guidance and assistance but not to do the actual work. (Use your life lines)

Training Tutorials

Job Description and Requirements

You will be responsible for mastering all of the areas outlined on the training checklist in a courteous and professional manner. You are like a mirror that reflects Management One to all of its clients. Providing OUTSTANDING Customer Service is not negotiable and is the key to building a successful career.

In addition to taking all leasing calls you are responsible to route all other incoming calls in an effective manner and take clear messages as required. You will be required to perform general miscellaneous

duties when necessary. From time to time, there may be special projects that need your assistance to be completed in a timely manner.

Being part of a team requires contribution for the overall good. This means that you must contribute by performing your primary responsibilities in a manner that you can be both proud of and that meets your pre-set goals. It is expected that whenever able, you are willing to offer assistance to any team member that needs it. Working together and following the Company's System is the formula for Success!

Leasing Job Description

Duties

Take/field leasing calls

Sit with walk in leasing prospects

Pre-qualify leasing prospects

Log calls, showings, applications into M1 and on PTLED

Schedule appointments with prospective tenants to come into office

Schedule appointments with prospective tenants to view properties in the field

Check out keys to prospective tenants

Get applications

Run credit, call on verifications and qualify applications

Do Holding Deposit with tenant

Prep lease/move in package with tenant

Lease presentation with tenant

PTLED report filled out daily

Schedule move in inspections for P.I. with new tenant move in

Issue work order for lock change to be done prior to tenant move in

Log prorated rents on new move ins
Do weekly leasing updates to owners via phone/email
Meet targets & goals for applications and renting properties
View inventory (inside/outside)- be at 85% at all times
Assist with answering phones
Assist with taking rents
Assist with greeting customers & directing traffic
Ask for referrals at tenant lease sign up
Place already rented signs in PI schedule
Blind emails to prospective tenants
Assist with online marketing of properties (Website, MLS, Craigslist)

Reports -

- A. PTLED - daily
- B. Objections - weekly
- C. Properties viewed - weekly
- D. Appointment calendar - weekly

Operations Duties

Advertise for Leasing - place new ads, track ads for funds, make ad changes

Keep all online advertising up to date for properties up for rent (Website, MLS, Craigslist)

Reports:

- B. Advertising report - weekly

Note: Job duties listed above are an approximate list of items you are responsible for within your

division however additional items may be required and are subject to change

Leasing Training Checklist

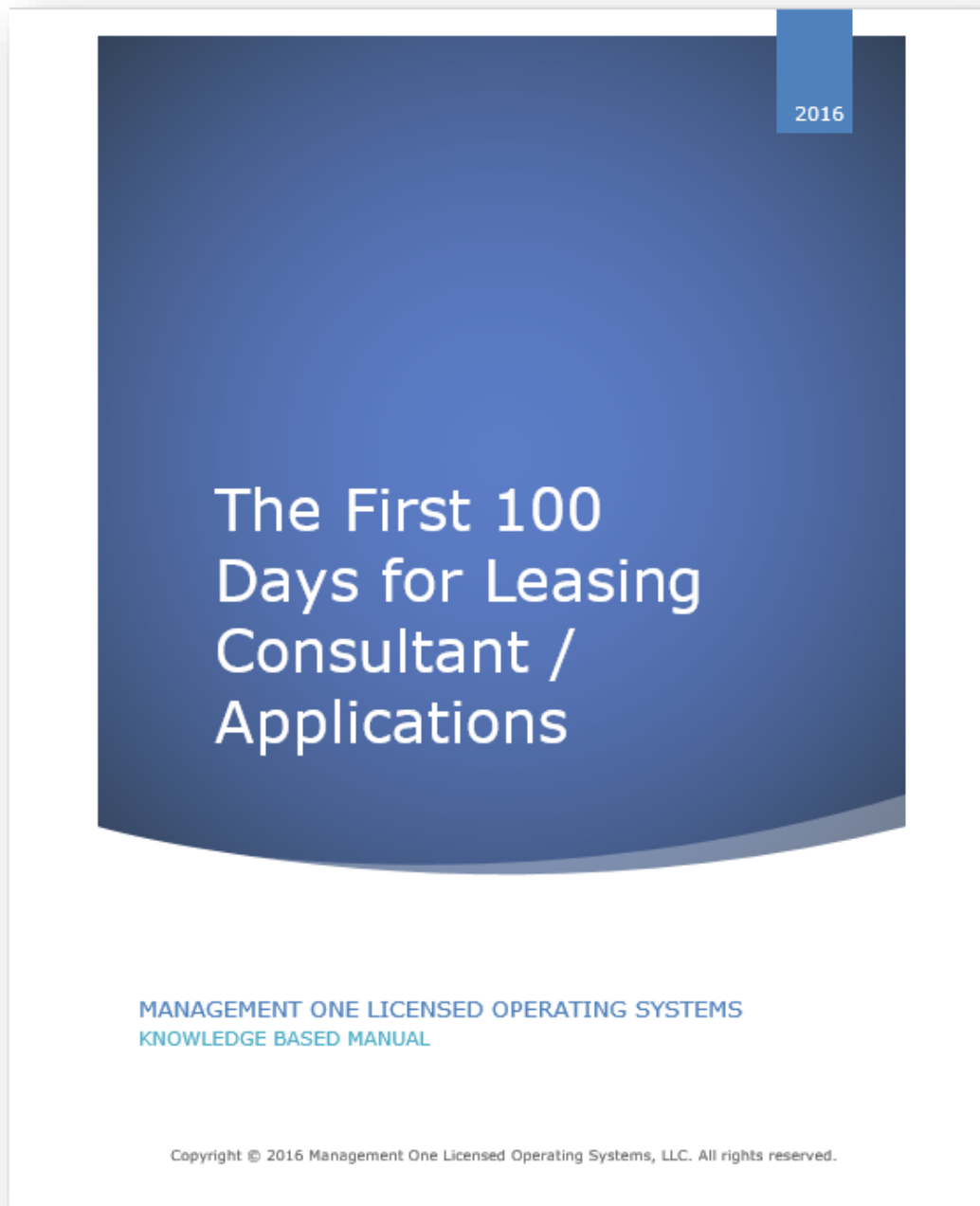
The following are subjects that will be covered in your Leasing Training. It is important that you take notes as needed. These will be your personal reference materials from now on. A separate section for notes has been included for you.

- Job Description of Duties Expected to Perform
- Review Goals
- Learning all Aspects of Computer
- Taking Leasing Calls Application Information Sheet (AIS)
- Logging Calls
- Setting Appointments & Scheduling in Appointment Calendar
- Follow Up Calls Using the AIS
- Logging Appointments in Calendar
- How to Conduct Office Appointments
- Using Internet With Prospective Tenants
- Using Alternative Choices
- Closing the Sale
- Taking the Application
- APPACs Checklist
- Cash Log
- Processing Application
- Holding Deposit
- Preparing Rental Agreement
- Rental Agreement Presentation With Tenant
- Reputation management
- Scheduling Move-In Inspection
- Taking Rents

The First 100 Days for Leasing Consultant / Applications

[Click Here to Download as a Checklist](#)

The First 100 Days for Leasing Consultant - Applications



Training Outline

Suggested Schedule

Time	Item
8:00 - 8:30	Introduction / Power Point
8:30 - 9:00	Availability Dates (17,15,12,8)
9:00 - 10:00	Leasing Consultant Goals/Why Should a Client Rent & 8 Steps to Leasing Viewing Properties/Knowing your inventory
10:00 - 10:20	Break
10:20 - 12:00	Leasing Scripts & Leasing Guide Qualifications & AIS Process PTLED (logging calls in M1, Outlook)
12:00 - 1:00	Break for lunch
1:00 - 3:00	Leasing Objections & Appointments in the office & Securing the application (all forms used) Processing New Applications (sample application/order)
3:00 - 3:20	Break
3:20 - 4:30	Holding Deposit / Power Point & Lease Signing / Power Point
4:30 - 5:00	Blind Emails
5:00 - 5:30	Reports

New Prospective Resident Call

Dialogue/Script & Documentation when a prospective client calls:

"...which property were you interested in?"

"Sure, let me bring that up on the computer..."

Open the Prospective Resident Detail / AIS

The screenshot displays the 'Prospective Resident Detail / AIS' form in the m1 Solutions system. The left sidebar (Tree View) is expanded to the 'Leasing' section, where 'Add Prosp. Resident' is highlighted with a yellow circle and a '2'. A '1' is placed over the 'Leasing' section header. The main form area includes a top navigation bar with options like 'BACK', 'PREV ITEM', 'NEXT ITEM', 'TRAINING', 'CMD CTR', 'FOR RENT LIST', 'HOLDING DEPOSIT AGMT', 'LEASING SCRIPT', 'NEW AIS', and 'RENTAL AGMT'. Below this is the 'Application Status' dropdown. The form is divided into several sections: personal information (First Name, Last Name, Appt. Time, Appt. Date, Appt. Status, Referred By, Agent), contact information (Cell Phone, Home Phone, Work Phone, Email, Status, Status Change Reason Created), and property preferences (Move In Date, City, Price Range High/Low, Bedrooms, Bathrooms, Pets, #Car Garage, Fireplace, Central Air, Story). There are 'Save' and 'Print Preview' buttons. A 'Notes' section with an 'Add' button and a 'History of Note Entries (read-only)' field is also present. On the right, there are checkboxes for credit and eviction history, a 'Calculate' button for 'Motivation Factor' and 'Rent Rate \$ X 3 = Qualified', and a 'Search For Properties Of Interest' section with fields for City, Zip, Map Grid, Available From, Available To, and Amenities. A 'Leasing Log' section and a 'Properties Of Interest' section with a 'Print Preview' button are at the bottom.

From the Tree View:

1. **Expand** the Leasing Section
2. Click on **Add Prosp. Resident**

Gather Contact info and Preferences of the Prospect

... as you fill in the Prospective Resident Detail / AIS

1. "May I have your **name**?" (As you bring it up...)
2. "When were you looking to **move** 'Joe' " (State their Name)??
3. "By the way, may I get your **phone number** in case something special comes up?"
4. Then, click **SAVE**
5. "In which **price range** are you looking for (High/Low)?"
6. "Also, do you have **indoor pets**?"
7. Then, click **SAVE**
8. "What is the reason that you are looking for a rental Home?"
9. "By the way, are you renting right now or do you own your own home?"
 - a. If they say they own, ask "Is everything current and in good standing now?"

b. If they say "yes", tell them that you would need to qualify their income for both, their house payment and the rental property they are interested in.

Gather the Prospect's Property Search Criteria and Promotion Information

1. "In which **City** do you want to live in?"
2. "How many **bedrooms** and **bathrooms** does your family need?"
3. "Were you looking for a two car **garage** or more?"
4. "Is a **fireplace** and **central air** important?"
5. "Did you prefer a one or two **story** home?"
6. Then, click **SAVE**
7. "Anything else I need to know?"

a. They might say they want a pool or need to be as near to freeway as possible etc.?

1. "Can I get your email, so I can send you updates as homes become available?"

2. "How did you hear about this property?"

Qualifying the Resident Over the Phone or in Person

The screenshot shows the 'Prospective Resident Detail / AIS' form in the m1 Solutions system. The form is divided into several sections: 'Application Status', 'Personal Information', 'Contact Information', 'Property Preferences', 'Qualifications', 'Search For Properties Of Interest', and 'Leasing Log'. A yellow box highlights the 'Price Range High \$' and 'Price Range Low \$' fields, with a circled '1' next to it. Another yellow box highlights the 'Motivation Factor' dropdown and the 'Calculate' button, with a circled '2' next to the button. A third yellow box highlights the 'Qualifications' section, which includes three checked items: 'More positive than negative credit.', 'No Bk in last 2 years.', and 'No evictions in 7yrs / No foreclosures in 3 years.', with a circled '3' next to it. The form also features a sidebar with navigation options, a 'Notes' section, and a 'Leasing Log' section.

"Now that I have some information on what you are looking for, let me go over some of our qualifications....."

1. "You said you were looking for a home for \$1400 a month, correct?"
2. Enter **Rent Rate**, then click **CALCULATE** (the value of 3 x the rent rate will appear)

a. "Your income would need to be at least \$4200 a month, of verifiable income. Does that fit within your finances?"

THEN BE QUIET AND LISTEN...

If they do not answer "yes" right away, then that is a **Red Flag**

3. REVIEW QUALIFICATIONS

1. "Have you had any judgments, foreclosures or bankruptcies within the last 3 years?"

2. "Have you had any evictions within the last 7 years?"
3. "We will also run a credit check to verify you have a more positive than negative credit rating."

What We Offer

The screenshot shows the 'Prospective Resident Detail / AIS' form. The left sidebar contains navigation options like 'Log Out', 'Command Center', and 'Tablet Menu'. The main form area includes fields for 'First Name', 'Last Name', 'Appt. Time', 'Appt. Date', 'Appt. Status', 'Referred By', 'Agent', 'Cell Phone', 'Home Phone', 'Work Phone', 'Email', 'Status', and 'Status Change Reason Created'. There are also sections for 'Move In Date', 'City', 'Price Range', 'Bedrooms', 'Bathrooms', 'Pets', '#Car Garage', 'Fireplace', and 'Central Air'. A 'Search For Properties Of Interest' section is highlighted with a yellow box and numbered callouts: 1. Search criteria fields (City, Zip, Map Grid, Available From, Available To, Amenity1, Amenity2, Amenity3), 2. Search button, 3. Leasing Log section, 4. Add button, and 5. Properties of Interest section.

- "We have numerous homes to choose from"
- "We have personal leasing representatives that will work with you to find the home you need"
- "We have photos of each property available"
- "There is no charge for our list of homes"

1. Fill in **Search Criteria** based on their prospective Move In Date and the Amenities they disclosed that they need.
2. Then Click **SEARCH**
3. Review the List that Generate in the **Leasing Log** Section and Check-mark any properties you discuss with them
4. Then click **ADD**
5. These Properties will save below in the **Properties of Interest** Section

Resident Move-In Ledger

In this section, you may run reports for properties that have rented by the date rented as well as the move in date. ^ ^ ^ ^

Accessing Resident Move-In Ledger

Resident Move In Ledger

BACK TRAINING CMD CTR CURRENT PROSPECTIVE RESIDENT HOLDING DEPOSIT AGMT RENTAL AGMT

Search For Properties

From To

Search Print Preview

Date Rented Move In Date No Date

ADDRESS	LMS	DATE RENTED	MOVE IN DATE	ACTUAL	MID MI INSPECTION	LEASING REP	OCCUPANCY	DETAIL	MAPGRID	MAP
Moreno Valley 92555 COM		8/22/2015	7/13/2015				VACANT	Detail	717E7	Map
Moreno Valley 92557 WBD		8/26/2015	7/13/2015				TENANT	Detail	667D7	Map

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From the Tree View:

1. Select **Leasing**
2. Select **Resident Move In** ledger
3. All future scheduled **Move Ins** will appear
4. To print out the report click **PRINT PREVIEW** ^ ^ ^ ^ ^

Run Resident Move-In Reports

The screenshot shows the 'Resident Move In Ledger' interface. On the left is a navigation menu with 'Resident Move In Ledger' selected. The main area has a search form with 'From' (08/01/2015) and 'To' (07/31/2015) fields, a 'Search' button, and a 'Print Preview' button. Below the search form are radio buttons for 'Date Rented', 'Move In Date', and 'No Date'. A table below shows search results with columns: ADDRESS, LMS, DATE RENTED, MOVE IN DATE, ACTUAL MID MI, INSPECTION, LEASING REP, OCCUPANCY, DETAIL, MAPGRID, and MAP. Two rows of data are visible. Callouts 1-4 point to the date range, the 'Move In Date' radio button, the 'Search' button, and the 'Print Preview' button respectively.

ADDRESS	LMS	DATE RENTED	MOVE IN DATE	ACTUAL MID MI	INSPECTION	LEASING REP	OCCUPANCY	DETAIL	MAPGRID	MAP
Moreno Valley 32555	COM	6/22/2015	7/13/2015				VACANT	Detail	717E7	Map
Moreno Valley 32557	WBD	6/28/2015	7/13/2015				TENANT	Detail	687D7	Map

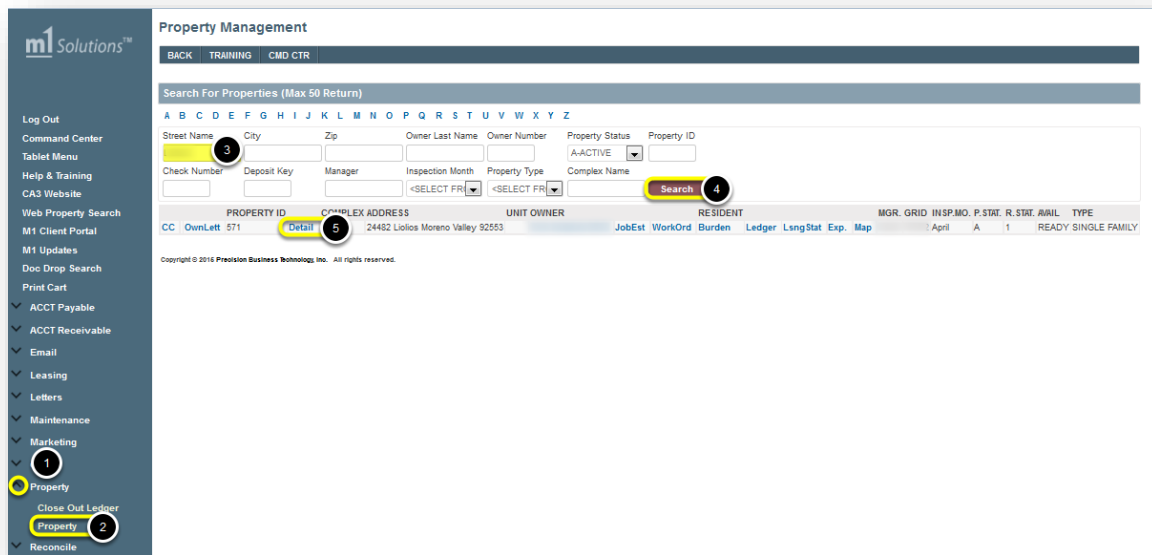
From the Resident Move-in Ledger:

1. Select date range (**From & To**)
2. Select **Date Rented** or **Move In Date** box
3. Select **SEARCH**
4. If you wish to print out the report click **PRINT PREVIEW**

Adding A Property For Rent

This section is used to Add a Property to the "For Rent List" once it has been added into the system. Either a Newly Added Property or one coming up for Re-rent.

How to get to the Property Detail from the Tree View



From the Tree View:

1. Expand **Property**
2. Enter the **Street Name** for the Property Address
3. Then click **SEARCH**
4. Click on the **Detail** Link

How to get to the Property Detail from the Command Center

The screenshot shows the m1 Solutions Command Center interface. The left sidebar contains a navigation menu with 'Command Center' highlighted. The main area features a search bar with fields for 'Street Name', 'Unit', 'Complex Name', 'Own Last', 'Res Last', 'Prop ID', and 'Property Status'. A search button is located to the right of the 'Property Status' field. Below the search bar, a table of search results is displayed, with a 'CC' link highlighted. The 'Property Information' tab is selected, showing details for '24482 Liliuos Moreno Valley'.

From the Command Center:

1. Click on **Command Center** in Tree View
2. Enter in the **Street Name** for the property address
3. Then click **SEARCH**
4. Select the **CC** link for the property
5. Click on the **Property Address** link under **Property Information**

Update Property Detail to FOR RENT

Property Detail
Moreno Valley, CA 92553 - Property# 571

Detail & Status
 Manager: [SELECT FROM LIST] Leasing Rep: [SELECT FROM LIST] Property Status: [RENTED] Rental Status: [RENTED] Rental Search: [RENTAL SEARCH]
 Available Status: [READY] Available Date: 09/11/2012 Up For Rent Date: 09/06/2012
 Move In Date: 08/10/2012 Contract Start: 04/02/2009 Contract Finish: 04/02/2009 ANNUAL RESIDENT LMS
 Map Grid: [SELECT FROM LIST] Account Inactive: [] Inspection Actual: [] Annual Inspection: []
 Alarm Code: [] Gate Code: [] Property Type: [] W/O Limit: []
 Address Information: Parent Property: [SELECT FROM LIST] Complex Name: [] Is a Parent Property: []
 Street Number(only): [] Street Name: [] Unit: [] City: [] State: []
 Zipcode: 92553 County: Riverside Country: USA Latitude (look up): [] Longitude: []
 Owner Information: Primary Owner: [SELECT FROM LIST] 100 %
 Secondary Owner: [SELECT FROM LIST] 0 %
 Secondary Owner: [SELECT FROM LIST] 0 %
 Secondary Owner: [SELECT FROM LIST] 0 %
 Secondary Owner: [SELECT FROM LIST] 0 %
 Notes: []
 Home Warranty Information: []
 Home Owners Association Information: []
 Various Descriptions: []
 Web Search Listing Detail: []
 Web Photos: []

Residents
 NEW RESIDENT PRIMARY SECONDARY PHONE CELL STATUS
 4170 [] [] [] [] [] [] Send Letter A

Owner Fees
 Eviction Coverage: [] Note: []
 Mgmt Flat: [] Mgmt %: [] Lease Renewal: [] Common Area Ledger Minimum: [] Note: []
 S/R Fee: [] Lease Up Flat Lease Up %: [] State WH Flat State WH %: []
 5 395 0 0 0 0 Save

Monthly Auto-Deductions
 Vendor: [SELECT FROM LIST] Exp. Code: [] Flat: [] Pctg: [] Ledger Description: [] Add
 VENDOR EXP.CODE FLAT PCTG. LDGR.DESC.
Rent Range
 Current High Low Description Add

CURRENT	HIGH	LOW	DESCRIPTION	DATE	
895.00	1,095.00	950.00		09/13/2012	Delete
895.00	1,095.00	950.00		07/24/2012	Delete
1,025.00	1,095.00	950.00		07/17/2012	Delete
1,050.00	1,095.00	950.00		06/26/2012	Delete
1,075.00	1,095.00	950.00		06/26/2012	Delete
1,095.00	1,095.00	950.00		06/11/2012	Delete
850.00	1,125.00	1,025.00		04/02/2009	Delete
875.00	1,125.00	1,025.00	525 last 6 months	03/10/2009	Delete
895.00	1,125.00	1,025.00		02/17/2009	Delete
925.00	1,125.00	1,025.00		02/10/2009	Delete
950.00	1,125.00	1,025.00		01/20/2009	Delete
975.00	1,125.00	1,025.00	last 6 mths 1025	01/13/2009	Delete
995.00	1,125.00	1,025.00	last 6 mths-\$1050 last 6 mths	12/29/2008	Delete
1,025.00	1,125.00	1,025.00		12/23/2008	Delete
1,075.00	1,125.00	1,025.00		12/19/2008	Delete
1,095.00	1,125.00	1,025.00		12/12/2008	Delete

 Move-in Costs (Base Cost Calculated Per Rent Range Above)
 Description: [] Cost: [] Add
 AMOUNT DESCRIPTION DELETE
 2,189.00 BASE Delete
 2,189.00

Amenities And Utilities
 Update

CODE	VALUE/DESCRIPTION	WEB LISTING
Age of Property	594	[]
Square Footage	854	[]
# of Stories	1	[]
Bedrooms	2	[]
Bathrooms	1	[]
Fireplace	Y	[]
Flooring		[]
Carpet		[]
Car Garage	2	[]
Family Room	N	[]
Patio Slab	Y	[]
Patio Covered	Y	[]
Central Air/Heat	Y	[]
Dishwasher	Y	[]
Microwave	N	[]
Range	Y	[]
Garbage Disposal	Y	[]
RV/Boat Parking	N	[]
Lawns in	FB	[]
Pool	N	[]
Spa	N	[]
View		[]
HOA		[]
Parm Front Lawn	N	[]
Parm Front/Rear Lawn	N	[]
Temp Front Lawn	Y	[]
Temp Front/Rear	Y	[]
Washer/Dryer Hook Up	GG	[]
Washer/Dryer Included	N	[]
Alarm	N	[]
Electric	N	[]
Water	N	[]
Gas	N	[]
Pets Allowed	D	[]
Cross Street		[]
Lawn Service	N	[]
Lease Term	12 months	[]

From the Property Detail:

1. Confirm the **Current**, **High** and **Low** rent rates are entered in the **Rent Range** section of the **Property Detail**; Click **ADD** to update

2. Confirm all **Amenities** are filled in and click **UPDATE** if any changes are made
3. Confirm **Occupancy** to be Owner, Tenant, Vacant
4. Update the **Available Date**
5. Change the **Rental Status**, by selecting from the drop down, to **FOR RENT** (when select the status will auto-save)

Training Process Videos

Leasing Division Work Station

This is an overview of how the Work Station is Setup for the Leasing Division using the Management One Licensed Operating System.

Video - Leasing Division Work Station



[Click here to watch Video in a Browser](#)

How to Add a New Prospective Resident

New Prospective Resident- AIS



[Click Here to Watch a Step-by-Step Tutorial Video](#)

How to Generate the Internal Leasing Report (ILR)

This Video show you how to generate the Internal Leasing Report for the List of Properties the office is currently marketing "For Rent". This is used to discuss the properties in any internal office meetings and tracks the Leasing Activity on each property which is also beneficial when giving any Owner Updates regarding the marketing efforts of their rental property.

[Click Here to View a Step-by-Step Tutorial Article](#)

Video - Generating the ILR



[Click Here to Watch a Step-by-Step Tutorial Video](#)

How to Generate the Property For Rent Report (PFR)

This Video instructs you on how to generate the Property For Rent Report for the purposes of creating a filtered list for Prospective Residents, based on their specific needs...time frame, rent range, property amenities, etc.

[Click Here to View a Step-by-Step Tutorial Article](#)

Video - Generating the PFR



[Click Here to Watch a Step-by-Step Tutorial Video](#)

How to Generate the Resident Move-In Ledger Report (RML)

This Video instructs how to generate the Resident Move-in Ledger. The Leasing Division uses this report to keep track of the Leases they will be signing with Residents and Project when those leases will be signed based on the Move-in Date.

The Maintenance Division uses this report to keep track of the LMS (Leasing Management Status) to confirm that the Rehab Process is on track with the Projected Schedule allocated for each stage in order to deliver the property to the new Resident by the Availability Date.

[Click Here to View a Step-by-Step Tutorial Article](#)

Video - Generating the RML



[Click Here to Watch a Step-by-Step Tutorial Video](#)