

The Property Management Applicant Screening Process—Script

1.1 Welcome

Welcome to the Property Management Applicant Screening Process. Click the Start button to begin this course or click the Navigation button for a navigation tutorial.

1.2 Navigation

Take a moment to familiarize yourself with the navigation of this module.

The menu on the left can be used to keep track of your progress during this module.

The button in the lower left corner is the play button and it can be used to play or pause the slide.

The seek bar is used to track your progress on the slide. You can pause the seek bar at any point in the slide.

The refresh button can be used to review a slide again.

The volume control allows you to adjust the volume of the slide.

The two buttons in the lower right corner are the previous and next buttons. They can be used to visit previous slides or continue the module. If those buttons are disabled or do not appear, you will advance to the next slide by clicking submit after completing an activity.

To view materials with information from this module, click the resources tab.

Hover over each information button to read about the navigation features.

1.3 Workplace Scenario

[Mike – male avatar] Okay, Emma, I am going to grab lunch. You sure you're okay on your own for a while?

[Emma – female avatar] I think so? I am really nervous! There's so much to remember! What if I forget all of the policies and steps to the screening process?

[Mike] Don't worry, Emma... I know you can do it! I will be back in a bit... See you soon.

[Emma] Maybe Mike's right? Maybe I CAN do it?

[Narrator] Click the button to see what happens an hour later.

1.4 Workplace Scenario

[Emma] Mike! Where have you been?! This past hour has been a disaster! An applicant came in ready to apply for a unit, and I forgot all of the policies and procedures! Thankfully she left her name and phone number... but I feel so embarrassed!

[Mike] Oh wow, Emma. I am so sorry that happened. Don't feel bad... we all make mistakes! How about we discuss policies and procedures for new applicants? I can use the review too!

[Emma] Sure Mike! That sounds like a great idea! Let's do it!

[Narrator] Click Next to continue.

1.5 Learning Objectives

By the end of this module, participants will be able to:

...**recognize** procedures for submitting applications and deposits...

...**identify** screening policies...

...and **describe** the stages of the applicant screening process.

1.6 Applications, Deposits, & Screening Policies

First, let's take a look at procedures for submitting applications and deposits.

Click the image on the left to learn about submitting applications, and click the image on the right to learn about submitting deposits.

1.6a Applications

When submitting applications, instruct the applicant to take their time and complete the application accurately, and remember to do the following:

...never fill in missing information or sign for the applicant...

...explain that application information is used to qualify the applicant...

...follow protocol regarding one application per resident...

...and check the applicant's government-issued ID to verify his or her identity.

1.6b Deposits

When an applicant submits a completed application, collect all fees and deposits at that time.

Remember that separate payments are required for the application fee and the security deposit. These payments cannot be combined.

When payments are made, do not forget to deposit all monies as soon as possible.

1.7 Screening Policies

Next, let's take a look at screening policies.

When screening applicants, remember the following:

Do not be discriminatory toward any applicants. Treat all applicants with respect and kindness.

Be consistent for all applicants. All policies must be followed, regardless of any circumstances where you may want to cut corners.

It is essential to obtain written authorization before checking references, credit history, employment, and other personal information about the applicant.

And remember to follow all laws governing the screening process under the Fair Credit Reporting Act and the Fair and Accurate Credit Transaction Act.

1.8 Knowledge Check 1

It's time for a knowledge check!

Help Emma answer the question below to check your understanding of Screening Policies.

1.9 The Screening Process

Now we will learn how to screen applicants by using The Screening Process.

The Screening Process is divided into 4 stages as outlined below:

In Stage 1 we will learn about the criteria used in screening an application.

In Stage 2 we will learn about proper identification to Verify Legal Residency.

In Stage 3 we will review standards of approving or denying the Applicant.

And in Stage 4 we will review the procedures on how to notify the applicant.

Click each button to learn more about the stages of The Screening Process.

After viewing all stages, click the Next button to continue.

1.10 Stage 1: Screen Application

Stage 1 of The Screening Process is to screen the application.

Click the tabs to learn more about the criteria for application screening.

1.10 Credit History

Applicants must undergo a credit history check.

An applicant's credit history is based on many criteria:

- First is the applicant's debt to income ratio. This is the applicant's debt divided by his or her income.
- Next is the applicant's rent to income ratio. Like the debt-to-income ratio, this is the applicant's rent amount divided by his or her income.
- An acceptable accounts ratio is also considered. If the applicant has little or no record of accounts in his or her name, there is no evidence of credit history.
- Lastly, the applicant's FICO score is screened. This is a numerical score from a credit bureau.

1.10b Income Verification

Applicants must provide proof of employment to verify income.

An applicant's income can be verified through the following:

- employment offer letters
- the most recent year's tax record
- the most recent bank statements
- or the most recent pay stubs.

1.10c Criminal History

Applicants must be screened for criminal activity by performing a criminal history check.

Before a criminal history check is conducted, the applicant must be informed of the background check and there must be written authorization from the applicant to perform the criminal history check.

An applicant cannot be denied based on an arrest record alone. An applicant with minor offenses on the arrest record may still be approved.

However, an applicant can be denied based on major offenses on the arrest record. Criteria such as felonies, probation status, or the date of a crime, can all be reasons for denying an applicant.

1.11 Stage 2: Verify Residency

Stage 2 of The Screening Process is to verify the legal residency of the applicant.

Legal Residency can be verified using:

- a birth certificate
- a valid US Passport
- a Naturalization Certificate
- a Permanent Resident Card or a Green Card
- a Passport or a Visa from the resident's native country
- or an I-94 Form.

As a general rule, remember that only government-issued forms of ID are acceptable to verify legal residency.

It is important to note that improper or invalid forms of identification can be a reason to reject an application.

1.12 Knowledge Check 2

It's time for another knowledge check!

Help Emma properly identify valid and invalid forms of identification to verify legal residency.

Drag each document type into the proper category.

The document types include:

- a U.S. Passport
- a Driver's License
- a Library Card
- a Permanent Resident or Green Card
- and a Birth Certificate

Click Submit when finished.

1.13 Stage 3: Approve or Deny the Applicant

Stage 3 of The Screening Process is to approve or deny the applicant.

Before deciding approval, remember to review community guidelines, such as rent-to-income ratio, household occupancy, number of vehicles, and pets. These guidelines ultimately decide the final approval status, so they are key deciding factors in this stage.

Applicant approval status is grouped into three categories: approved, approved with conditions, and denied.

Click each icon to learn more about qualifications for each status.

1.13a Approved

An applicant is approved for their rental status if they meet at least 80 percent of the criteria for acceptance.

In some situations, a renter may be automatically approved based on the following qualifications:

- a clean criminal record
- a FICO score of at least 650 points
- and at least 3 months of pay stubs verifying employment and sufficient income for their desired unit.

1.13b Approved with Conditions

Sometimes an applicant may be approved but with conditions. This means that the applicant meets less than 80 percent of the criteria for acceptance and may need to provide additional documents or information to receive full approval.

Some conditions preventing full approval may be:

- minor offenses on a criminal record
- or a FICO score between 550 and 649 points

If an applicant is approved with conditions, you must provide the applicant a specific deadline to meet the conditions for full approval of rental status.

1.13c Denied

An applicant is denied for their rental status if they fail to meet at least 60 percent of the criteria for approval.

In some situations, a renter may be automatically denied based on the following qualifications:

- major offenses on a criminal record
- a FICO score of less than 550 points
- or lack of employment or verification of income

Applicants may also be denied if they fail to meet the community guidelines as previously mentioned.

1.14 Stage 4: Notify the Applicant

Stage 4 of The Screening Process is to notify the applicant of approval status.

When contacting applicants, remember to:

Advise all applicants in the same manner, maintaining a respectful and professional demeanor.

Follow exact rules on timing, format, and acknowledgement. This will prevent excessive waiting periods for the applicant and ensure overall customer satisfaction.

Remember that you should never leave a voicemail stating an applicant's approval status. You can either wait for the applicant to return your call, or you can call again the next business day.

If an applicant cannot be reached or located, follow all policies regarding follow-up communication and proper disposal of the applicant's records.

And include clear reasons for denying or accepting an applicant with conditions. In these situations, a formal letter must also be sent to the applicant outlining the reasons for the approval status.

1.15 Knowledge Check 3

Let's do one more knowledge check!

Help Emma answer the question below to check your understanding of The Screening Process.

1.16 Review

[Mike] See, Emma? You're doing great! I think it's time to put your skills to the test...

[Emma] I think you're right, Mike! I do feel much more confident about working with applicants.

[Mike] That's great! Let's check out the next steps...

[Narrator] It's now time to take the graded quiz. If you would like to review before taking the quiz, click each tab to review content from that section of the module. When you are ready, click "take the quiz".

1.16a Review: Applications & Deposits

Here we will review important policies and procedures regarding submitting applications and deposits.

For applications, remember that accurate information is required to ensure correct approval status.

Additionally you should never fill in information or sign for the applicant.

Remember to follow all protocol regarding one application per resident.

And as always, check an applicant's government-issued ID.

For deposits, remember that all payments must be collected when an applicant submits the application.

Separate payments must be made for the application fee and the security deposit as they cannot be combined.

Be sure to deposit all monies collected as soon as possible.

1.16b Review: Screening Policies

Here we will review the policies when screening applicants.

Remember to be consistent and never discriminate. Treat all applicants fairly and equally, following all policies.

You must obtain written authorization from the applicant before checking any personal information about the applicant such as credit history or criminal background.

And lastly remember to follow all laws governing the screening process.

1.16c Review: Screening Stages

Here we will review the 4 stages of The Screening Process.

Stage 1 is to screen the application. In this stage, you perform a credit history check as well as a criminal background check. Additionally, income is verified in this stage.

Stage 2 is to verify legal residency of the applicant. Here you will view the applicant's government-issued ID, such as a passport, a birth certificate, or a green card.

Stage 3 is to approve or deny the applicant. Remember that there are 3 approval statuses: approve, approve with conditions, or deny. These factors are based on many criteria, like criminal history, FICO score, and income. Additionally, applicants must meet all community guidelines for approval.

Stage 4 is to notify the applicant of status. Remember to follow all policies and rules when notifying applicants. You should never leave a voicemail informing an applicant of approval status. If a status is approved with conditions or denied, be sure to include clear reasons when notifying the applicant.

1.17 Graded Quiz

Now you will be taking a quiz to demonstrate your knowledge of the content from this module.

You will be answering 5 questions, and a passing score is 80%. You will be allowed to retake the quiz as many times as needed to achieve a passing score.

When you are ready, click next to begin the quiz.

1.24 Summary

Well done! You have almost completed your training over The Property Management Applicant Screening Process. You should now be able to:

- recognize procedures for submitting applications and deposits
- identify screening policies
- and describe the stages of the applicant screening process.

1.25 Congratulations

Congratulations on completing this course!

You may now click the Complete button to exit this course.