

Property Management- Screening and Application Process

Rise 360 Design Document

<i>Business Purpose</i>	<p>Rising Star Property Management is a small business located in a low income, ranching community with very few apartment rentals.</p> <p>After a recent employee survey, 66% of employees were identified as partly proficient during the rental application process. New applicants were uneducated and unprepared for the questions and documents needed for approval of the rental application. This resulted in a high level of applicants being denied rental contracts.</p> <p>Rising Star has identified the needed area of training to be on the process of qualifying and meeting criteria for rental approval. Rising Star will develop a training for all employees to streamline the application process. The concise and clear steps will help applicants move through the application process with success. This training will increase Rising Star’s approved rental applications by 38%. This will create a 25% growth in rental business for the upcoming fiscal year.</p>
<i>Target Audience</i>	<p>The primary audience is all employees within the company who work with individuals that are first time apartment applicants.</p>
<i>Training Time</i>	<p>20 minutes</p>
<i>Training Recommendation</i>	<ul style="list-style-type: none"> • 1 eLearning course in Rise • Employees have different schedules and work at different times of day, by using an eLearning course all employees can be trained in a reasonable amount of time. By providing high interest scenarios, employees will be able to identify how to help new applicants through the application and screening process. • Course would have a Rise: “Property Management- Screening and Application Process”. • This course would have 4 sections on the application process (fees and deposits, screening process, credit criteria, income verification). • Learners will identify the qualifications and criteria to be approved as a rental applicant. • This course will have a variety of interactions and practice activities (including video and infographics). • Knowledge check is included.
<i>Deliverables</i>	<ul style="list-style-type: none"> • 1 eLearning course • Developed in Articulate Rise • Includes 4 sections of content • 1 Design Document • 1 Infographic job aid and Company logo

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<i>Learning Objectives</i>	<p>At the end of the course the learner will be able to:</p> <ul style="list-style-type: none"> • Describe the 4 steps of a rental application • Identify the fees and deposits • Recognize the Screening Policies • Describe the 5 ways that credit scores are determined • Identify 4 documents needed to verify income
<i>Training Outline</i>	<ul style="list-style-type: none"> • Introduction <ul style="list-style-type: none"> ○ Welcome Video and interactive scenario • Fees and Deposits <ul style="list-style-type: none"> ○ The application fees can be collected by check, money order, or online payment. ○ Companies may require separate payments for the application fee and security deposits. The application fee is usually paid at the time the application is submitted. The security deposit is paid at the client moves in. ○ Applicant pays fees, property manager deposits. • The Screening Process <ul style="list-style-type: none"> ○ Property managers need to treat all the applicants fairly. ○ 4 different applicants; flip cards interaction. ○ The Fair Credit Reporting Act <ul style="list-style-type: none"> ○ This law identifies regulations for checking credit history. ○ Inform applicant, obtain authorization, action letter, maintain records. • Credit Criteria <ul style="list-style-type: none"> ○ The Application process screens out unqualified applicants who may be less likely to follow the terms of the lease or have sufficient income or capacity to pay the rent. ○ Steps in the Application Process <ul style="list-style-type: none"> ○ First, Leasing Professional will screen the application and will investigate information ○ Second, Application will be reviewed for compliance. ○ Notify the prospect of approval or denial. • 5 Criteria in the Screening Process <ul style="list-style-type: none"> ○ A Credit History is a record of the borrower's responsible payment of debts. A credit report is a record of the borrower's credit history from a number of sources, including banks, credit card companies, collection agencies, and governments. ○ Income is the consumption and saving opportunity gained by an entity with a specified time frame. ○ Rental History is information relating to where

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	<p>tenants have lived before. It includes former addresses, length of stay, rental price, payment history, and references.</p> <ul style="list-style-type: none"> ○ Eviction Records occur when a property owner files with the courts to regain possession of the property. ○ Criminal Background may include crimes, probation status, and felonies. <ul style="list-style-type: none"> ● How is my Credit Criteria Determined? <ul style="list-style-type: none"> ○ Deb to Income Ratio- A property manager might look at your current debt divided by your income. ○ Rent to Income Ratio ○ Your credit may also be determined by dividing your rent by your income. ○ Acceptable accounts Ratio- A property manager could also look at your credit history. ○ Numerical score from a credit bureau ● Income Verification <ul style="list-style-type: none"> ○ Applicants must be employed or provide proof of income ○ Employment offer letters ○ Most recent year's tax record ○ Most recent bank statements ○ Most recent pay stubs ● Infographic Review ● Knowledge Check ● Congratulations
<p><i>Assessment Plan</i></p>	<p>Employees will need to score 80% or higher on a graded quiz to pass the eLearning module assessment (of 5 multiple choice questions). The learner will have 2 attempts.</p> <p>The assessment questions will be specific to the learning objectives. Employee will practice a knowledge check and practice activities. Pre/post training surveys of employee rating their abilities to implement their knowledge of content.</p>