



Move-In Request Instructions

To ensure a smooth, compliant, and consistent move-in process across all communities, please follow the steps below for all new resident move-ins.

Step 1: Application Submission

- Confirm that the rental application is **fully completed** by all applicants.
- Verify that **application fees have been paid** in full prior to processing.
- Ensure all supporting documents (ID, proof of income, etc.) are attached.
- Begin screening applicant.

Step 2: Verification by Community Manager

- **Rental History:** Verify previous rental history and note results on the application.
- **Monthly Income:** Confirm applicant meets income qualification standards.
- Please tag the Leasing Team with confirmation of this verification.

Step 3: Leasing Team Approval

- When application is complete, tag the **Leasing Team for review and approval**.
- **Do not** proceed with submitting a move-in request until the Leasing Team has approved the application in a note.
 - The Leasing Team will tag the Community and Account managers with the approval amount from the Move In Money policy.

Step 4: Charging Holding Deposit

- Navigate to the right-hand side, under Tasks you will find “Charge Hold Deposit”
 - Enter the amount for the Total Move In cost
- Navigate to the “Future Tenant” page to send an online portal activation to the email address from the application
- Charging a holding deposit online will encourage the tenants to utilize payments on the online portal and decrease the use of money orders.

Step 5: Move-In Request Form Submission

- Once the application is approved and verified, complete a **Move-In Request Form**.
 - Please be sure that all applicable fields are filled out correctly.

- o Specify what amount of Total Move In cost is to be allocated to Deposit and Rental Income, a member of the leasing team will edit the holding deposit to the proper amounts.
- The **Move-In Request** will be processed by a member of the **Leasing Team**.
 - o If there are any questions/discrepancies, a member of the team will reach out to the Community Manager and Account Manager over the property.

Reminder:

No move-in should be scheduled or keys issued until all steps above are completed, approval is confirmed and move in money is received.