

Wait List Management

- To add an applicant to the Voyager Wait List, Select (Waiting List) from the prospect card.
- Blue fields are required; First Choice (bedroom size) and household size. Applicants can select up to 3 choices. **Only 2 choices are recommended.**
- For the bottom fields of the below screenshot, enter *Contact date*, *Contact Time* and *Type of Contact*
 - Select "New Application" from the *Type of Contact* dropdown when adding an applicant to the Waiting List manually
 - Add a Comment if needed. Example- "New Applicant- would like to move-in August 2023." A comment is not always needed for a new Wait List applicant

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Prospect Guest Card	Other Data 💌	Waiting List				
First Name Brian MI D Last Name Bowling ✓ Address 1120 Unb ave se Address City State Zip Olympia WA ♥ 98501 Country (360) 528-0289 ✓ Cells = Raxé (360) 528-0289 E000 DQB = DL=/State 12/30/**** Rowlind:2094T	Status Applied Code p0193083 Property 922 Unit 2003 Unit Type 3-50-CQ First Contact Web Agent Property Usbate Source Craigalist Result Date	Name Address City, State, Zip Office Telephone Home Phone	Brian D. Rowling 1120 10th ave se Olympia, WA 98501 (360) 528-0289 <u>Save H</u> alp	First Choice Second Choice Third Choice Household Size Annual Income Comment		Property Walting Lists For This Prospect 222
Notes Screening Eat TIC Adjust Move-In Date	ening Help	Contact Log Contact Date Contact Time Type of Contact	te Time Type of Contact	cs Preferences Comment	Add to Contact Log	

For Applicants that are moved over from Rent Café Site Manager Waiting List workflow, the Contact log note will show as below (this cannot be edited)





Contacts: Once you are notified of an upcoming vacancy, contact applicants based on their Waiting List Rank as well as bedroom size/preferences. It is very important that applicants are contacted for an available unit in the order in which they applied (and based on preferences).

Contact the applicant 3 times, 48 hours apart. If no contact is made or a call is not returned from the applicant showing interest, remove the applicant from the Waiting List. **Do not leave applicants on the waiting list indefinitely.** Purging your Wait List is a very important process.

When you contact an applicant, below is some information on what to inquire about when you call:

- How many people are in your household?
- When are you looking to move -in? Note- if applicant is not ready to move, you can leave them on the waiting list. Make sure you make a note indicating applicant is not ready to move but will remain on the Waiting list and they will be contacted when the next unit is available.
- Are you interested in a 2 or 3BR?
- What is your annual income? Is it verifiable?
- Advise them of the \$35/50pp App fee. (They can pay it online if they apply via the Site Manager workflow)
- Income must fall at or below the below—this depends on the # of people in the household. See Qualifying Criteria for specific income limits. Here is an example:

MAXIMUM ANNUAL	INCOME	FOR RE	NT RES	TRICTE	D APAR	IMENT	HOMES	(5/2023)
	1 person	2 people	3 people	4 people	5 people	6 people	7 people	8 people
50% AMI 60% AMI	\$30,750 \$36,900	\$35,150 \$42,180	\$39,550 \$47,460	\$43,900 \$52,680	\$47,450 \$56,940	\$50,950 \$61,140	\$54, <mark>4</mark> 50 \$65,340	\$57,950 \$69,540

If applicant is interested in a unit and they can do the Applicant process online, move them to the Movein Workflow in Site Manager. See Powerpoint provided by Compliance for this process.

When contacting applicants, always enter a *Contact Date* and *Contact Time* when you are making contact. This is very important, as it shows we are contacting applicants based on when they applied. <u>A</u> **note is required to be added.** See below examples of acceptable notes.



wwarth	ng List								
Name	Jo	se L. Gloria		First Choice	3 BR	~	3		
Address	7	34 umbra heig	hts	Second Choice		~	Property Waiting Lists For	r This	
				Third Choice		~	Prospect		
City, Sta	te, Zip S	n antonio, TX 7	78252	Household Size	1		030		
Office Te	elephone			Annual Income	24,000.00				
Home Ph	none (2	10) 705-9809		Comment					
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Examples of notes for multiple applicants:

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Rank /	Prospect	Name and Address	BR Size Pref	Date	Time	Size	Comment	Preferences	Needs	of AMGI	Status	Contact Log
1	030	Jose L. Gloria 7634 umbra heights San antonio, TX 78252 Home: (210) 705-9809	3BR-First Choice	02/01/2023	2:17 PM	1				0.00	0 On List	06/20/2022 143 PM, Updets, still interested - can't move-in this month but would like monthly deck-ins- BS, On Lid 06/22/2022 31:08 PM, Updets, Jose called back - concreted Rabut credit clack - follow ys thorarows to see if moving forward - BS, On Lid 06/22/2022 31:08 PM, Updets, Jose called back - concreted Rabibly - BS, On Lid 06/22/2022 31:08 PM, Updets, Jose called Rabibly - BS, On Lid 06/22/2022 31:08 PM, Updets, Jose called Rabibly - BS, On Lid 06/22/2022 31:08 PM, Updets Alled Rabibly - BS, On
2	030	Maria T. Dominguez 2624 N Georgia Ave Weslaco, TX 78599 Home: (956) 314-2958	3BR-First Choice	02/06/2023	8:29 PM	5				0.00	On List	06/30/2023 31:46 PM, Update, Ivm about current watikis availability - BS, On List 06/22/2023 31:04 PM, Update, Nobolc current watikis availability - BS, On List 04/10/2023 51:31 PM, Update, Skoped by Destiny A. Vsaguez, Reason: No response, On List 02/06/2023 S1:97 PM, New Application, Applied as Manina Dominguez, New Application : Via RENTCafé, On List
3	030	Marquinashae Brown 624 Genti St. Natchitoches, LA 71457 Home: (318) 289-7390	3BR-First Choice	02/16/2023	4:08 PM	2				0.00	On List	07/03/2022 5:00 PM, Active, called (Im and emailed to schdule a tour, on List 05/03/02022 1:00 PM, Active, and the scheme and the 06/03/02022 5:13 PM, Update, scheme and the scheme and the scheme and the scheme and the scheme and the 06/03/02022 5:13 PM, Update, Skoped by Destiny A, Vaspuse, Reason: No response, On List 02/12/02022 5:13 PM, Update, Skoped by Destiny A, Vaspuse, Reason: No response, On List 02/12/02022 5:13 PM, Update, Skoped by Destiny A, Vaspuse, Reason: No response, On List 02/12/02022 5:13 PM, Update, Skoped by Destiny A, Vaspuse, Reason: No response, On List

Note- There are certain *Types of contacts* that remove an applicant automatically. For example, *Applicant Rejected, Application Removed*, removes an applicant automatically. Moved to Bottom of Wait List moves an applicant to the bottom of the Wait List. **Be sure to add a comment (note) and click Save.**

If an applicant is on the Waiting List, make sure you work off of this prospect card for the duration of Application processing. As you go through the workflow and move an applicant in (execute Lease), you will be prompted to remove the applicant from the waiting list. See below example. This process will automatically remove the applicant from the waiting list. Make a note- "Applicant provided all compliance documents timely and is moving into Unit XX." Make sure the note makes sense, especially if you are moving in someone ahead of another applicant.



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Agent	Terri Washam 👻		Function *				
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