

sandalwood

Applicant Processing Timeline



During the application process, the applicant should be informed of and reminded of the income requirements



The onsite team must communicate daily with the applicant until all application requirements are completed



Applicants must be prepared for the NOVA VOI invitation and be aware of the 48 hour window to complete the process



All screenings need to be carefully reviewed
Use your best judgement



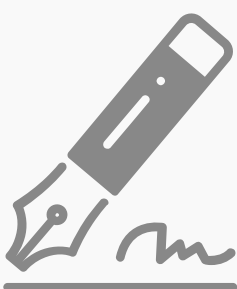
Any causes for delayed income verification should be recorded in CRM



If the applicant fails to supply the needed information within seven days of submitting the application, the application will be cancelled



The lease and move-in letter should be sent the same day the application is approved



Leases should be signed and countersigned within 72 hours of being sent out



Once the applicant is in future status, a move in requirements reminder email should be sent