sandalwood

WAITLIST BEST PRACTICES

Check site manager daily to see if there are any new waitlist applications

Submit said applicants to waitlist in site manager and make them aware they are officially apart of the waitlist

Utilize Yardi Voyager to manage/ update your waitlist

Contact applicants based on their waitlist rank once you have a unit available

Contact the applicant 3 times 48 hours apart

When contacting applicants, always enter the date and time when you are making contact.

If no contact is made in that time frame, remove applicant from the wait list

Do not leave applicants on the wait list indefinitely

General Waitlist applicants should be contacted at least 3 times in a 6 month period to confirm information is up to date for when a unit is available