

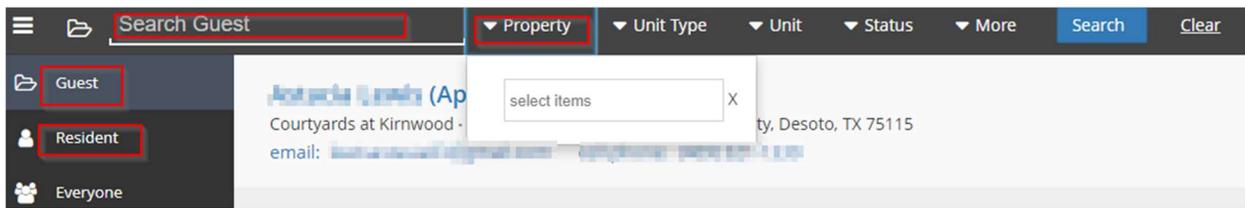


Applicant/Resident Experience

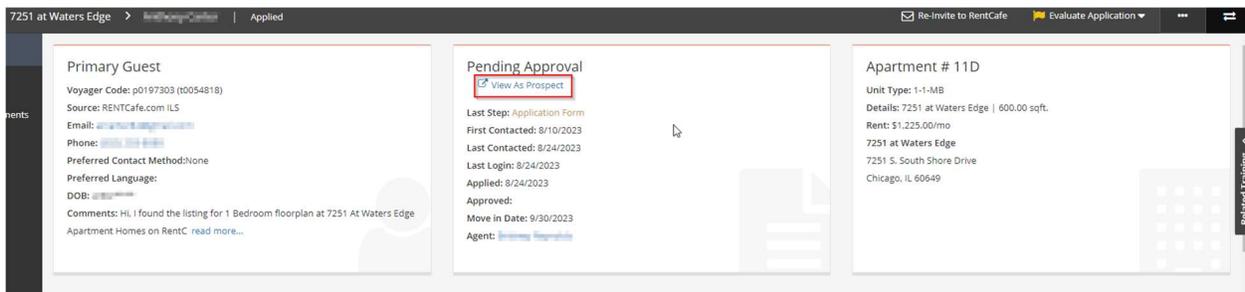
Accessing the applicant/resident portal can only be done if the applicants/ residents have been invited to and are registered for the Rent Café Portal

Accessing the resident/ prospect's Rent Café portal via CRM

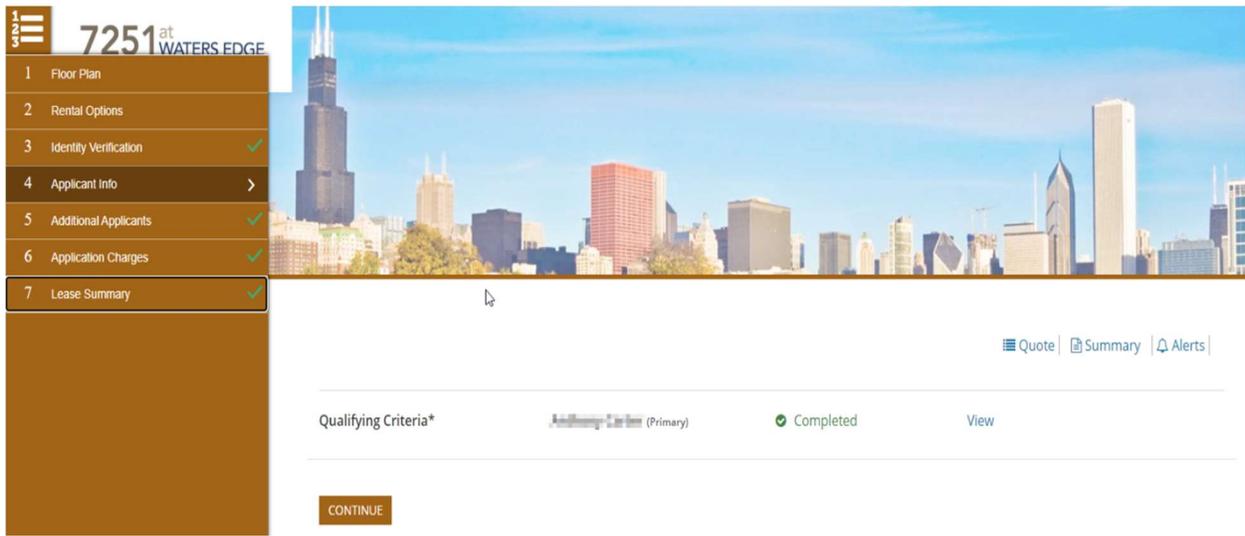
- Start by searching using the drop-down menu to pick your property.
- Click on Guest to search for Prospects or Resident to search for residents



- Once on the prospect's profile click on the View As Prospect hyperlink



- For an applicant, it will showcase the application steps on the left-hand side of the screen



7251 at WATERS EDGE

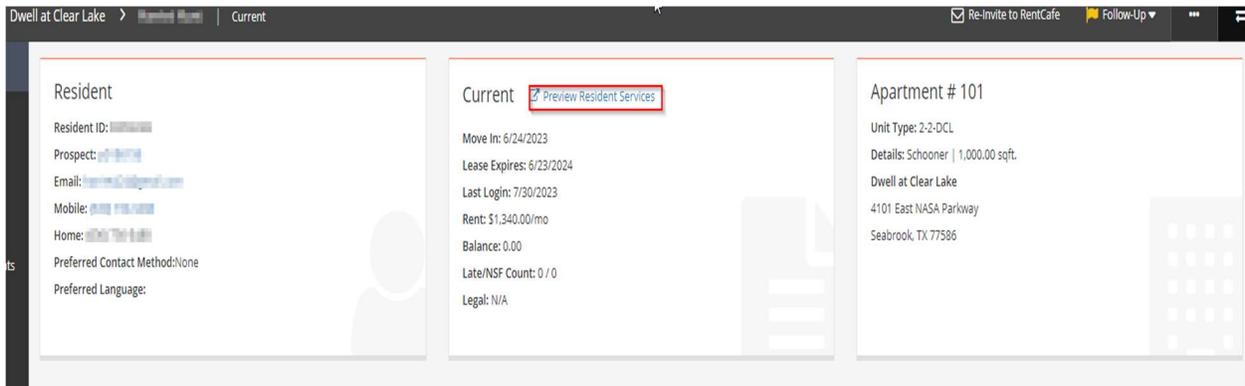
- 1 Floor Plan
- 2 Rental Options
- 3 Identity Verification ✓
- 4 Applicant Info >
- 5 Additional Applicants ✓
- 6 Application Charges ✓
- 7 Lease Summary ✓

Quote | Summary | Alerts

Qualifying Criteria* Application Criteria (Primary) ✓ Completed View

CONTINUE

- Once on the resident's profile click on the Preview Resident Services hyperlink



Dwell at Clear Lake > Current Re-Invite to RentCafe Follow-Up

Resident

Resident ID: [REDACTED]
Prospect: [REDACTED]
Email: [REDACTED]
Mobile: [REDACTED]
Home: [REDACTED]
Preferred Contact Method: None
Preferred Language:

Current [Preview Resident Services](#)

Move In: 6/24/2023
Lease Expires: 6/23/2024
Last Login: 7/30/2023
Rent: \$1,340.00/mo
Balance: 0.00
Late/NSF Count: 0 / 0
Legal: N/A

Apartment # 101

Unit Type: 2-2-DCL
Details: Schooner | 1,000.00 sqft.
Dwell at Clear Lake
4101 East NASA Parkway
Seabrook, TX 77586

- For residents, it will default to their payment screen in the resident portal

Payments

Make Payments **Auto-pay Setup** Recent Activity Payment Accounts

Current Balance: **\$0.00** As of: 8/29/2023

Missing a payment can be expensive.
[Set up auto-pay >](#)

| Charge | Amount | Charged on |
|------------------------|--------|------------|
| August Monthly Charges | | |

[Pay Now](#)

Accessing the Resident's Rent Café portal via Site Manager

- Make sure you are under the leasing tab
- Start by searching for the residents by using the specific filters needed

 **Site Manager**

Company Properties **Leasing** Resident Referrals Compliance Reports ▾

Sandalwood Management, Inc. > Leasing Management

Leasing Management

PROPERTIES ▾ 22 AUG 2023 - 29 AUG 2023 ▾ PROSPECT ▾ STATUS ▾ [Search](#)

Additional Filters

First Name Last Name Apt # Email LEASE STEP ▾ Include Voyager Prospects Include Inactive Prospects



- Once on the resident's profile, you will need to click on the More button which is where you will be able to view the resident portal

Lease Information

[Back to Leasing Dashboard](#) [More](#)

[Preview in Resident Services](#)

Wendy Christa Primary
Voyager Code: 00000000
Email: wendy.christa@sandalwood.com
Phone:
DOB:
Preferred Method of Contact:
Docs:

Current Resident
Lease From: 5/28/2021
Lease To: 4/30/2022
Move in Date: 5/28/2021

Apartment # 11-102
Details: 2bd/0.0ba | 1138 Sq.Ft.
Rent: \$1,430.00/mo
Copper Creek Apartments
1100 Copper Court
Kent, OH 44240

Renewal Experience Resident's POV

- When the residents log into their resident portal they can access their Renewal proposal by going to the following
- Lease>Lease Info
- Then they will select their proposal by clicking on the green RENEW button

Payments **Lease** Maintenance Request

Lease Info
Insurance

Logged in as: Gerald Christa

Hi Gerald

It is hard to believe that your current lease with us is already coming to an end. You are a valued resident and we would like you to continue to call Dwell at Clear Lake Apartment Homes your home upon the expiration of your current lease on 9/30/2023.

Lease Term: 12 months Lease Dates: 10/01/2023 - 09/30/2024

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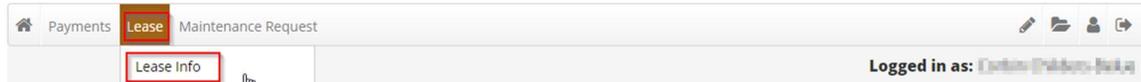
| | | |
|--------------------------------|---------|-------------|
| Rent | \$1,075 | Main charge |
| FACILITY FEE | \$77 | Included |
| Copper Creek Insurance Monthly | \$0.00 | Select |
| Copper Creek Utilities Monthly | \$0.00 | Select |

\$1,152

RENEW



- Once the resident has selected the proposal, they will be waiting for the new lease.
- Once the lease has been created the resident will be able to sign by completing the following
- Lease>Lease Info
- Click on the Sign button.
- Sign the lease in its entirety.



Hi Corbin

You started your renewal process with us and are close to finishing up. Please review the documents below and sign your lease whenever you're ready.

Lease Document
[View](#) | [Download](#) | [Print](#)



Need to change your preferences? [start over](#)