

NEW APPLICATIONS ONLY

START: RENTCafe workflow will always begin with prospect. Prospects can obtain property information from any marketing websites that we have set ILS integration within the platform or directly from the leasing office. REMEMBER: RENTCafe workflow must never be broken. Start to finish must be done through RENTCafe.

BLUE-Prospect/Applicant
RED-On-Site Staff

NAVIGATE TO DESIRED
PROPERTY WEBSITE

CHOOSE A FLOOR PLAN
(Some properties are set to show specific unit # or 'CONTACT US' button; which will redirect the prospect to send an email to the property)

PICK A MOVE-IN DATE
(Usually 14 days out from 'DATE AVAILABLE' in Voyager)

**BEGIN APPLICATION BY
CREATING A LOG IN**

MANAGER WILL RECEIVE EMAIL
NOTIFICATION STATING THAT AN
APPLICATION HAS BEEN
SUBMITTED

APPLICANT WILL BE
SENT TO YARDI
SCREENING

**ENTER PAYMENT
INFORMATION
AND PAY FEES**
(Application/Credit
Check fees)

**COMPLETE ENTIRE
APPLICATION WITH ALL
REQUIRED FIELDS
FILLED/SIGNED AND
UPLOAD ALL DOCUMENTS**

LOG INTO RENTCAFE
> LEASING DASHBOARD
> SEARCH FOR APPLICANT

**VERIFY APPLICANT'S
VERIFICATION FORMS
AND UPLOADED
DOCUMENTS.**
(Any missing documents;
contact applicant to obtain)

'APPROVE' OR 'DENY'
***(Conditional-Notify
supervisor; Supervisor will
review and decide. Supervisor
will need to log into their
account to override with their
decision)*

**NOTIFIED BY EMAIL
APPLICATION HAS BEEN
APPROVED OR DENIED.**
(Capable of reviewing their
account, but unable to make any
changes)

****Earnest Money will be charged upon approval**

PROCEED TO
NORMAL MOVE-IN
PROCEDURES

NOTIFIED BY EMAIL
TO COUNTERSIGN
LEASE

NOTIFIED BY EMAIL
TO REVIEW AND SIGN
VIA E-SIGNATURE

CREATE LEASE
(Must always preview lease
first and then generate)