



# TENANT SCREENING + RENTAL MARKETING TOOLKIT





With a modern tool for tenant screening, AAOC members have a seamless process while providing a better rental experience without the added costs.

## AAOC + Intellirent

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# AAOC is partnered with Intellirent to provide members with a resource for fast and secure tenant screening, plus rental marketing.



The Apartment Association of Orange County (AAOC) is a valuable resource for owners and management companies who manage and rent properties in the Orange and Riverside Counties.

Founded in 1961, AAOC provides its members with professional education and training, legislative advocacy and representation, resident screening services, operational assistance, networking and business development opportunities, and other resources that will help them maximize their success as members of the rental-housing industry.

Members should reach out to AAOC directly for questions about:

- The AAOC lease agreement
- Advice on approving or denying an applicant
- Legal guidance while communicating with potential or current tenants

[membership@aaoc.com](mailto:membership@aaoc.com)

(714) 245-9500



Intellirent is AAOC's trusted resource for tenant screening + rental marketing, provided as a FREE benefit for members.

Send your rental application to potential tenants quickly and securely online, same questions—just faster and easier for renters! Applicants quickly fill out the application online, verify their identity and pay the \$40 application fee. Members are notified then able to view all documents including a comprehensive TransUnion credit report, while Intellirent helps you obtain employment and tenancy verifications.

Members should reach out to Intellirent directly for questions about:

- The Intellirent application process
- Marketing your available rentals to partner listing sites
- Questions or issues you or your applicant have about Intellirent

[info@myintellirent.com](mailto:info@myintellirent.com)

(415) 849-4400

# Knowledge Base + Support

Our live support team is here to help, seven days a week.

Login to your account and click on the [help icon](#) on any page to get in touch with a live person, or visit our [Knowledge Base](#) linked at the top of your Intellirent dashboard.

The screenshot shows the Intellirent dashboard with the 'Knowledge Base' icon highlighted in the top navigation bar. Below the navigation bar, there are three overlapping windows: 'Resource Center' with a red arrow pointing to a question mark icon, 'Contact Us' with a 'Create New Request' button, and a 'Submit a request' form.

Applicant Name	Budget	Move In Date	Credit score	Income	Employment	Tenancy	Fee
Brian Jones (Pending)	\$3,284	May 25, 2016	595	Income	Employment	Tenancy	Fee
Fernando Serrano (Pending)	\$3,000	in 3 days	590	Income	Employment	Tenancy	Fee
April Norman (Pending)	\$2,837	May 25, 2016	642	Income	Employment	Tenancy	Fee
Michael Yates (Pending)	\$3,284	Today	716	Income	Employment	Tenancy	Fee
Annie McDowell (Pending)	\$123,284	Apr 19, 2016	648	Income	Employment	Tenancy	Fee
Ronald Flowers (Completed)			645	Income	Employment	Tenancy	Fee
Catherine Woodman (Pending)	\$2,900	May 2, 2016	708	Income	Employment	Tenancy	Fee

**Submit a request**

Your email address \*

Subject \*

I am a(n) \*

If you have an Intellirent account, please select either Renter/Guarantor or Agent.

How can we help you? \*

Please try to be as specific as possible. For product issues, include any additional details you think may be relevant, such as troubleshooting steps you've taken. Include attached screenshots whenever possible.

Operating System Info

Device, browser, & version(s). ie: Desktop, Chrome, Version 66.0.3359.181 OR Mobile, Safari, iOS 11.2.5

I give Intellirent permission to access my account in order to investigate any issue. \*

Attachments

Submit

## Best Practices

1. Provide as much detail regarding any technical issues.
2. Submit photos/screenshots of errors or item in question.
3. When asking about specific properties or applications, include the address or applicant's name and email address.
4. Include details about your computer system – are you on a mobile device or desktop?

\*Not seeing the Help button? Try disabling pop-up blockers in your browser for your Intellirent dashboard.

info@myintellirent.com | (415) 849-4400

# THE APPLICATION: RENTER PROCESS

Reach your renters anywhere, any place when you send your rental application online. Partnered with TransUnion, members will instantly receive all data, supporting documents plus a full credit report and nationwide background checks in one secure spot.

For more details, guides, & tips visit:

[Knowledge Base —My Applications](#)

# APPLICATION 101

The online application's design quickly walks your renter through the steps of the Application to Rent online, collecting all data and documentation in one spot. Once the applicant submits, the agent/member will be notified and all application data, including the TransUnion credit report, will be visible in your Intellirent account.

The questions asked and answered are comprehensive in nature, and **all fields are required** so a **completely comprehensive application** is returned. In the following sections, applicants will enter:

## Personal Information

01 All basic info including: name, email, phone number, DOB, SSN, + any co-applicant/guarantor info.

## Tenancy Information

02 Address details of current & prior residences, + contact info for landlords if rented.

## Employment Information

03 Employment details of current & prior occupations, + Supporting Documents.

## Financial Information

04 All bank & creditor details, including balances & monthly payments.

## Additional Contacts

05 Contact information for their emergency contacts & personal references.

## Vehicles

06 Vehicle details including: make, model, year, color, & license plate number, if/when applicable.

## Furry Friends

07 All basic pet information + supporting photos, if/when applicable.

## Additional Questions

08 Details of any water filled furniture, if/when applicable.

## Background Information

09 Details of any bankruptcies, foreclosures, civil suits, or evictions.

## Terms of Use

10 E-signature confirming terms have been reviewed & authorizing the verification process.

Once all pages are fully completed, **each applicant will pay the standard \$40 AAOC app fee.**

# APPLICATION 101: FAQs

When does the screening occur?

*Immediately after the application is paid for and submitted, the renter's identity is verified, Employment + Tenancy verification requests are automatically sent, and TransUnion reports are available for your review.*

What's included in tenant screening?

*Intellirent helps you collect the completed application and conduct Tenancy + Employment verifications, while TransUnion verifies identity and returns Credit, Criminal + Eviction reports. Members should review and complete Income + Pet verifications.*

What is the time for a response on credit?

*Reports are returned **instantly** upon completion of the application process, unless the applicant is required to contact TransUnion for a manual identity verification. In these rare instances, applicants are provided with next steps and reports are returned in 24-48 hours from when the applicant contacts TransUnion.*

How do I get the returned information?

*When applications are submitted or verifications are completed, Members will receive an email notification with details or next steps, and a link to log in to their account to review application data.*

Is the credit check a hard or soft pull?

**A soft inquiry!** *When the applicant submits their application data online, they are requesting the release of their information directly with TransUnion. Members receive a full comprehensive report, without it impacting the applicant's credit history.*

What if my applicant does not have some required information?

*In an effort to help members collect complete applications, all data is required. Depending on your own discretion, if an applicant needs to move forward in the application without entering the required information, they can enter "dummy" data to proceed, such as [noemail@noemail.com](mailto:noemail@noemail.com), "0s" for financial information, etc.*

Do roommates & guarantors also pay the \$40 application fee?

*Yes, a separate file is compiled per adult applicant. All individuals age 18+ applying are required to pay the application fee.*

How do I interpret the data I get back?

*In our Knowledge Base, we've provided details on reading the reports returned by TransUnion. Visit, Knowledge Base > TransUnion Credit Reports & Background Checks > [How to read the TransUnion credit report](#). (See pg 4)*

I approved an applicant, where is the AAOC lease form?

*For a copy of the AAOC lease form members receive, please contact AAOC directly.*

Can I enter the application data for my applicant?

*Applicants are required to enter their own data into the application and complete their own identity verification exam with TransUnion for security purposes.*

# APPLICATION 101:

## Applicant Best Practices

- Applicants should **only** create their renter account through the **invitation link** sent by you. Do not ask applicants to go directly to the Intellirent website.
- Applicants can log out and back into their application at any time.
- Applicants should **NOT** use the invitation link to log back into their application, they should log in through: [www.myintellirent.com/sessions/new](http://www.myintellirent.com/sessions/new)
- All **data fields** of the application are required before saving and continuing to the next page.
- Supporting documents/attachments are not *initially* required before paying, and submitting. Applicants can log back into their account to upload any missing documentation even after submitting.
- Communicate with potential renters about your rental criteria and the type of documents you will require they submit in their application.
- Applicants should inform their landlords and employers that we will be requesting verifications, and make sure to provide the **most accurate contact information** of the person who can verify their details.
- If the applicant has more than one job or Source of Income, they should select +Another Income Source at the bottom of the page. Each source should be added separately.
- The TransUnion ID security step that is timed and directly related to your applicant's credit background. \*It is important that **the person who is associated with the social security number** answer these security questions.
- If the applicant receives any error message, they should **immediately** follow the steps displayed to them to ensure reports are sent back as soon as possible.

If your applicants have any additional questions, they should visit the knowledge base created just for renters here, [Knowledge Base: For Renters](#).

# THE APPLICATION: TENANT SCREENING

Tenant screening is one of those stressful tasks that every property owner must do. It's imperative to have a screening process in place to prevent renting to problem tenants who may: miss payments, cause mischief, or even destroy property.

For more details, guides, & tips visit:

[Knowledge Base — Employment & Tenancy Verifications](#)

[Knowledge Base — TransUnion Credit Reports & Background Checks](#)

# TENANT SCREENING 101

No fee for members, ever. With an AAOC vetted and approved application process, send your digital Application to Rent and seamlessly collect all data and documents in one secure spot, giving you peace of mind.

Intellirent provides comprehensive tenant screening to give agents confidence in approving renters through multiple methods. Through our [automation processes](#), Intellirent assists in contacting employer and landlord verifiers to provide you with the information you need to make decisions, faster. We also know that [human touch](#) is just as important in these decisions, so our dedicated support team will follow up with any contacts who do not complete the verifications.

We have also partnered with [TransUnion](#), so you can instantly receive full credit and eviction reports from the nation's leading provider, and with [Nova Credit](#), so you can collect credit reports instantly, from around the world.

## TransUnion Reports

01

The Apartment Association of Orange County's tenant screening flow is highly customized according to AAOC's recommendations. Agents will receive the complete TransUnion credit report with score, plus nationwide eviction notices.

## NOVA Reports

02

Our International Screening tools are made possible by our partnership with Nova Credit, which is the first cross-border credit reporting agency. The Nova Credit Report look follows a similar style as our existing TransUnion reports. You'll see color-coded payment history, a familiar credit scoring system, and easy-to-understand trade lines.

## Verifications & Actionable Items

03

Tenancy + Employment verifications are completed faster with our automated process, and reviewing Income and Pet documents to ensure they meet qualification standards are quick and simple actionable items for Members.

*More details: pages 10-13*

# TransUnion Reports

Intellirent is directly partnered with TransUnion for a reason. TransUnion continues to be the industry leader in the credit reporting industry. In these trying times, security is more important than ever. Intellirent is your direct connection to TransUnion, who maintains safe files for over 500 million people worldwide.

When Intellirent connects your applicant directly to TransUnion, their identity is verified online, reducing your liability. This is a major factor in maintaining security, and is additionally helpful for applicants since the process results in a soft inquiry. They can now apply to be screened without a hard inquiry's potential negative impact on their credit score, leaving the applicant's credit intact while at the same time delivering you a comprehensive credit, eviction and criminal report with a score factor that is designed for the rental leasing industry.

Most consumer reports, like Experian's, are designed to return approval for credit cards and auto loans. These score factors can be very forgiving, whereas TransUnion carries a much higher level of scrutiny, specifically related to on-time rental payments for property managers and owners.

Additionally, TransUnion owns all their data and never uses a 3rd party. With the ability to quickly cross-reference an applicant's data, false positives are reduced, and your credit reports will contain richer and more accurate data, further reducing your time.

Intellirent and TransUnion work directly with your applicants to help you increase your operational efficiencies. Our 24/7 support staff handles the tedious back and forth so AAOC members are empowered with accurate, real time data, without the hassle.

## 572

TransUnion<sup>SM</sup> Credit Score

**Score Factors**

- Too Few Open Bankcard Accounts
- Not Enough Balance Decreases On Active Non Mortgage Accounts
- Too Many Serious Derogatory Items
- Too Many Inquiries

	\$8,901.00 Group Income	Jul 13, 2019 Date Submitted	736 Credit Score	No record Eviction	
	\$8,901.00 Group Income	Jul 09, 2019 Date Submitted	719 Credit Score	No record Eviction	
Francisca Gonzalez 📍 4142 60TH # A	PENDING	\$160,000.00 Monthly Income	May 03, 2021 Date Submitted	753 Credit Score	No record Eviction

# Tenancy Verifications

## How it Works

Intellirent will reach out to your applicant's current and prior landlords via email + phone (as needed), and gets all the most important answers you need to assess your applicants.



### Request

When an applicant pays for and submits their application, current and prior tenancy verification requests are immediately sent.

### Follow-Up

Landlords and renters are each enrolled in a follow-up email process, with reminder emails for any incomplete requests sent in a timely manner.

### Phone Call

If the request is not completed within the first 24 hours after sending, our team immediately follows up with a phone call for completion.

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## Completed Verifications

When the verification is completed, you'll receive an email notification with the outcome of the verification + notes on any discrepancies. Color coding lets you know the stages of the actionable items and just one way Intellirent helps you efficiently manage your applications. All green means that the application has been reviewed, verified and is a positive candidate, yellow means the verification is still pending, and red means the completed verification has responses that you should review.

## Self-Complete

All contact details for landlords and the tenancy verification questionnaire are provided to agents, so if you'd like to follow up with landlords or complete the verifications on your own, it's quick and easy to do so.

# Tenancy Verifications

## The Questionnaire



### RENTAL APPLICANT AUTHORIZATION TO RELEASE TENANCY VERIFICATION

This form is used to obtain information regarding the rental history of applicants for rental housing. The information provided by the current or former Owner/Agent may be used solely for the purpose of evaluating the application for rental housing. The applicant's signature below represents their authorization to release a tenancy verification to Intellirent and/or the agent or owner of the property the applicant is applying for. **Please complete the verification as soon as possible (within 24 - 48 hours). For the fastest response, complete online using the link that has been sent to you via email. You may also complete the verification below and return this form to [info@myintellirent.com](mailto:info@myintellirent.com), or fax: (415) 276-4515.**

#### 1.) Authorization by rental Applicant for release of information:

*I hereby authorize the release of information requested for rental verification to Intellirent.*

Name: Bernadette Cannarozzo Phone: (415) 555-0100

Signature:  Date: 04/24/2021

#### 2.) Applicant's rental information:

<u>Address of rental unit:</u>	<u>Dates of occupancy:</u>	<u>Monthly Rate:</u>
1955 LARKSPUR , #1014 San Antonio, TX 78213	Move-in date: 06/15/2017 Move-out date: Current	\$2,450 / mo

Landlord/Owner Name: Ricky Hennessy

Email: ricky@hennessy.com Phone: (210) 555-0199

#### 3.) Requested rental reference information:

Is the address and rent amount information provided correct?

Yes  No\*  N/A\* \*Please explain: \_\_\_\_\_

Did the applicant live at the property during the stated period?

Yes  No\*  N/A\* \*Please explain: \_\_\_\_\_

Were any checks from the applicant returned due to non-sufficient funds (NSF)?

Yes\*  No  N/A\* \*Please explain: \_\_\_\_\_

Was any unlawful detainer ever filed against this applicant?

Yes\*  No  N/A\* \*Please explain: \_\_\_\_\_

Are there any outstanding amounts owed by this applicant that accrued prior to March 1, 2020, or after June 30, 2021, due to delinquent rent, utilities, late fees or damage to unit?

Yes\*  No  N/A\* \*Please explain: \_\_\_\_\_

Did the applicant pay rent on time during the last 12 months?

Yes  No\*  N/A\* \*Please explain: \_\_\_\_\_

Was a Three Day Notice ever served to this applicant?

Yes\*  No  N/A\* \*Please explain: \_\_\_\_\_

Did the applicant provide notice for ending tenancy according to the terms of the rental agreement?

Yes  No\*  N/A\* \*Please explain: \_\_\_\_\_

# Employment Verifications

## How it Works

Intellirent will reach out to your applicant's current employer with a secured verification link and file via email, plus an easy income verification process for agents to review proof of income provided first hand.



### Request

When an applicant pays for and submits their application, current employment verification requests are immediately sent.

### Verify Income

Income is an actionable item for the agent. The supporting documents an applicant has uploaded will require an agent's review to ensure the provided documents meet an agent's qualification standards.

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## Completed Verifications

When the verification is completed, you'll receive an email notification with the outcome of the verification + notes on any discrepancies. Color coding lets you know the stages of the actionable items and just one way Intellirent helps you efficiently manage your applications. All green means that the application has been reviewed, verified and is a positive candidate, yellow means the verification is still pending, and red means the completed verification has responses that you should review.

## Self-Complete

All contact details for employers and the employment verification questionnaire are provided to agents, so if you'd like to follow up with employers or complete the verifications on your own, it's quick and easy to do so.

# Employment Verifications

## The Questionnaire



### RENTAL APPLICANT AUTHORIZATION TO RELEASE EMPLOYMENT VERIFICATION

This form is used to obtain information regarding the employment status of applicants for rental housing. The information provided by the current or former employer may be used solely for the purpose of evaluating the application for rental housing. The applicant's signature below represents their authorization to release an employment verification to Intellirent. **Please complete the verification as soon as possible (within 24 - 48 hours). For the fastest response, complete online using the link that has been sent to you via email. You may also complete the verification below and return this form to [info@myintellirent.com](mailto:info@myintellirent.com), or fax: (415) 276-4515.**

#### 1.) Authorization by rental Applicant for the release of information:

*I hereby authorize the release of information requested online and listed below to Intellirent.*

Name: Bernadette Cannarozzo Phone: (415) 555-0100

Signature:  Date: 04/24/2021

#### 2.) Applicant's stated employment information:

Employer: Bain & Company Monthly Gross: \$15,000

Dates of Employment: 10/27/2019 to Current

Supervisor: Natalie Email: natalie@hrdepartment.com

#### 3.) Requested employment verification (To be completed by employer):

Is the stated information provided above true and correct?

Yes  No\*  N/A\* If No, please explain: \_\_\_\_\_

Is applicant still employed?

Yes  No\*  N/A\* If No, please explain: \_\_\_\_\_

# PROPERTIES: PUBLISH & ADVERTISE

Intellirent provides a single-click rental marketing source, so you can advertise your available rentals to over 70 Internet Listing Sites (ILS).

For more details, guides, & tips visit:

[Knowledge Base — My Properties](#)

[Knowledge Base — Rental Marketing](#)

# PROPERTIES 101

Keeping listings organized and in one place will help you keep track of property invites + make marketing your rental easier than ever.

## Properties

01

Publish your properties on Intellirent to stay organized and save time. Through our properties feature, you can benefit from:

- simplified process for creating a listing that collects all the details interested renters want most,
- property specific application invites, so you never lose a renter\*,
- all your property details, photos, and interested applicants in spot, ... and much more!

Properties published in your Intellirent account are private until you choose to activate Rental Marketing. More below!

*\*Sending an application linked to a specific property will help organize applications as they come in, however publishing a property is not required to receive an application.*

## Rental Marketing

02

Intellirent is not a listing site, but we do post your rental listings to over 70+ websites, including Zillow, Apartment List and Apartments.com. Once you've published your property on Intellirent, you can easily advertise your available rental property with a single-click. Your listing never expires and can be easily updated, in real time, from your Intellirent account with updates going out to each of our partner listing sites at once.

Are you part of a larger team? For companies looking to expand on their website, Intellirent offers additional free features to help you increase your operational efficiencies. Email [info@myintellirent.com](mailto:info@myintellirent.com) and ask for more information on branded applications and website listing pages.

# RENTAL MARKETING

## How it Works

Properties published in your Intellirent account are private unless you choose to activate Rental Marketing. Advertise your available rental property to more multiple listing sites with a single-click.



### Publish Property

Be sure to include good photos, a well-written and descriptive ad, and all required fields for partner listing sites.

### Activate for Property

From the listing details page, on the right in the Marketing box, click to toggle ON, and activate Rental Marketing for the individual listing.

### Activate for Account

If you have multiple listings and would prefer to activate all at once, navigate to your Settings, using the drop-down menu by your name, then click Marketing, and toggle ON, Marketing: Active.

The screenshot shows the Intellirent interface. At the top, there is a 'Marketing: Active' status with a green toggle switch and a red arrow pointing to it. Below this is a list of partner listing sites: Zillow, Trulia, Hotpads, Listanza, Apartment List, and Rental Ads. A 'Settings' dropdown menu is open, showing the 'Marketing' option selected. The 'Marketing' section in the settings is active, with a red arrow pointing to the 'Marketing Activated' toggle. The 'Settings' menu also shows other options like Account Profile, Public Profile, Billing, Application Criteria, Security, and Integrations.

# PROPERTIES 101: FAQs

Do I need to publish a property on Intellirent to screen an applicant?

*No, you can send applications without a property, too!*

Where do my properties go?

*Too many sites to list here! Intellirent is partnered with every major ILS to help you advertise available rentals with a single click, providing you with more leads and faster rentals. To see a full list of sites we send your listing to, visit: [info.myintellirent.com/partner-internet-listing-sites](http://info.myintellirent.com/partner-internet-listing-sites).*

Is there an additional cost associated with rental marketing?

*No! Rental marketing is free for you – and so are all the leads you'll attract!*

How will interested renters contact me?

*Once you've activated rental marketing, all communication from leads goes directly to you as the listing agent, and account owner of the published property. If the lead sends a message through a partner site, that message will go directly to your email account associated with your Intellirent account.*

Do I need to manage my listing on each site individually?

*No, editing your listing through Intellirent will automatically update your listing on each site.*

How do I remove my listing from partner sites once it's no longer vacant?

*To remove an advertisement from a syndication site, you will want to archive the property.*

Do I need to renew my listings at any time?

*No, your listing will remain active until you are ready to archive it in Intellirent.*