intellirent

TENANT SCREENING + RENTAL MARKETING TOOLKIT

Apartment Association OF ORANGE COUNTY

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

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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

(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 Experian 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

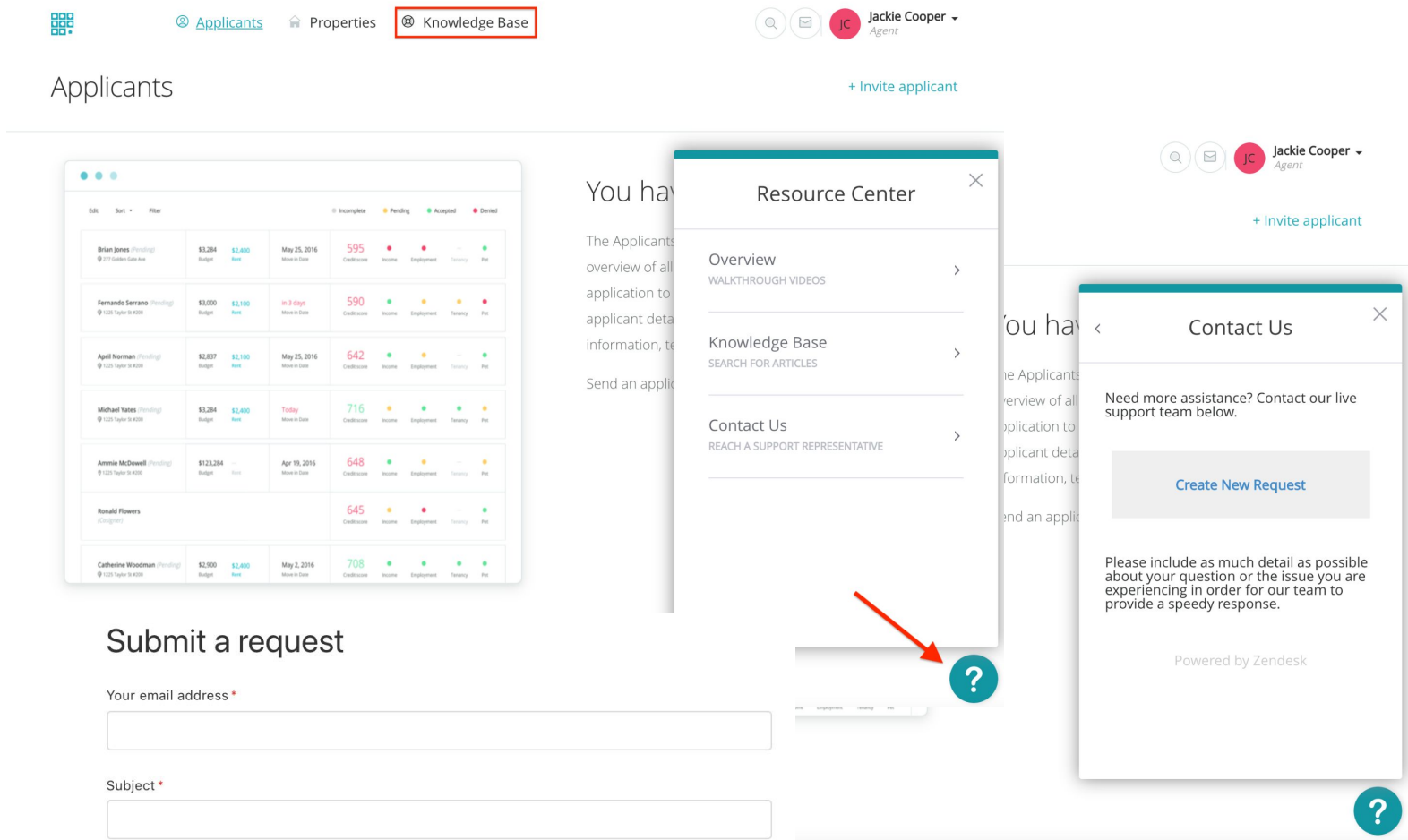
info@myintellirent.com

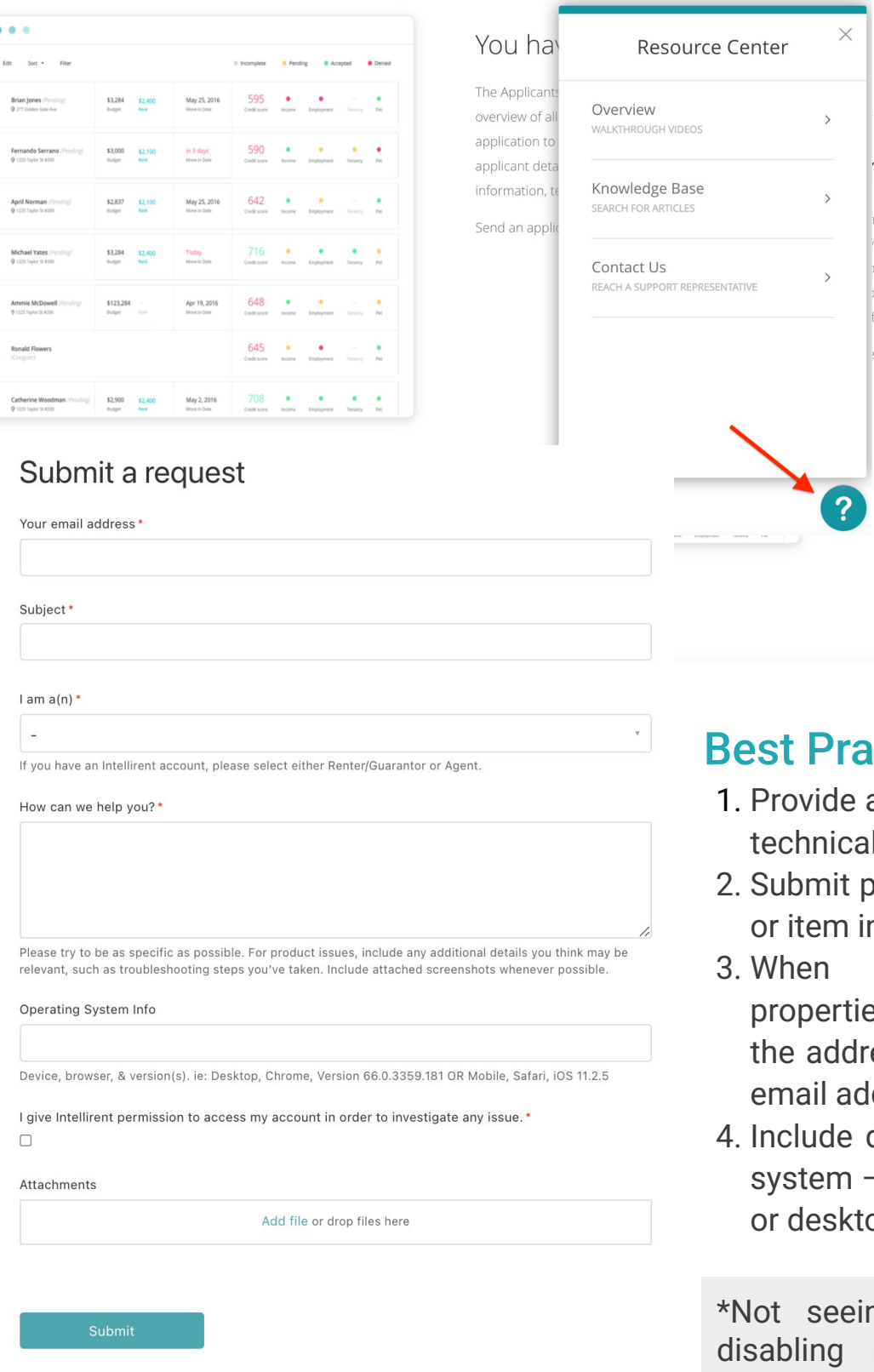
(415) 849-4400

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.





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 Experian, 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 Experian 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 Experian 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 Experian 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.*

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 Experian. 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", "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.

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 Experian 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
- 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 Experian ID security step is 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 — Experian 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 Experian, 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.

Experian 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 Experian 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 Experian 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

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.

1 › 2 › 3

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.

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

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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, 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:

Address of rental unit:	Dates of occupancy:	Monthly Rate:
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.

1 & 2

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.

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

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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, 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: Bernadette Cannarozzo 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 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.

1 > 2 or 3

Publish Property

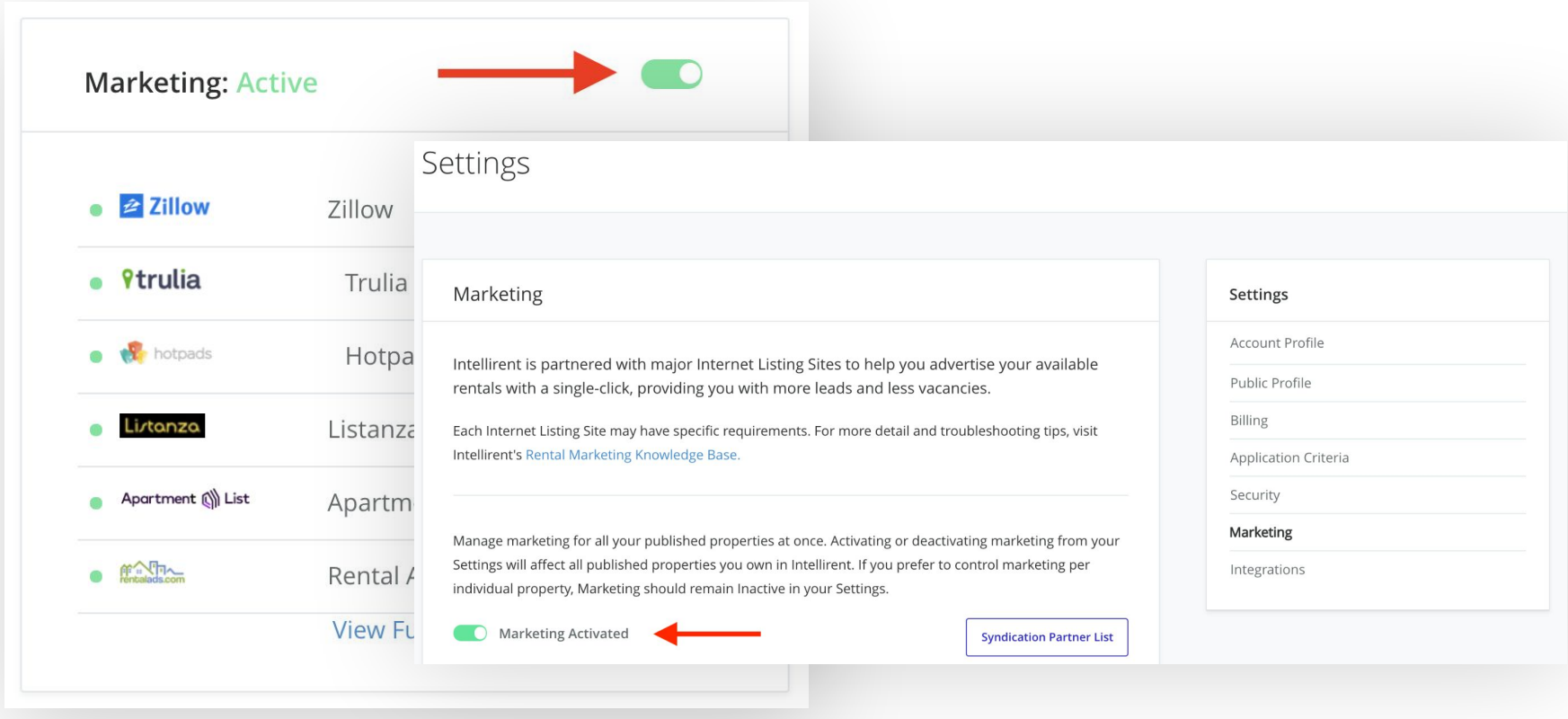
Be sure to include good photos, a well-written and descriptive ad, and all required fields for partner listing sites.

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.



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.

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.