

Properties

Create and manage properties: details, listing content, units, screening, and settings.

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Properties & Creating a Property

The Properties screen is your command view of every property on the platform. Use it to find a property or add a new one.

“ ? Screenshot: the Properties list.

Find a property

Type in the search box to filter the list. The table shows each property with its **Neighborhood**, **Owner**, and **Listing** status.

Create a property

Select **Create** (or **Add Property**) to start a new one. You then set its basic details. See [Property Overview](#) for what a property holds.

After you create a property, you build it out: details, listing content, units, screening, and settings. The rest of this chapter covers each part.

Property Overview

Open a property to reach everything about it in one place. The overview shows the property's key facts and links to each part you can edit.

“ ? Screenshot: the property overview.

The key facts

The overview shows the property at a glance:

- **Property Name**
- **Contact Number**
- **Total Units**
- **Owner**
- **Address — Street, City, State, ZIP Code**

What you can edit

From a property you reach each part of its setup:

- **Details & ownership** — the basics, who owns it, and its owner users. See [Details & Ownership](#).
- **Listing content** — what applicants see. See [Listing Content](#).
- **Units & unit types** — the homes and their price bands. See [Units & Unit Types](#).
- **Questionnaire scoring** — how applicants are scored. See [Questionnaire Scoring](#).
- **Listing page content review** — the owner's onboarding submission. See [Listing Page Content Review](#).

Details & Ownership

This is where you set who owns a property and its core facts.

“ ? Screenshot: the property basic details.

Basic details

Set the property's fundamentals. Required fields are marked.

- **Property name**
- **Owner**
- **Property Ownership**
- **Visibility** — set the property **Public** when it is ready to show.

Change the owner

Use **Ownership** to see who owns the property right now, or to hand it to a different owner.

1. Open **Ownership**.
2. Choose the **New owner**.
3. Confirm the transfer.

Owner users

The **People** section lists the owner's users tied to this property. For each you see their **Email**, **Status**, and **Messages**. If none are linked, it reads *"No owner users found."*

Listing Content

Listing content is everything an applicant sees about a property. Set it here so the public listing looks right.

“ ? Screenshot: a property's listing content.

Amenities

Add the amenities the property offers. You can add a **custom amenity**, or remove one you no longer need.

Call-to-action buttons

Set the property's action buttons in their **Slots** — the labels applicants tap to contact or apply. Select **Discard Changes** to drop edits you have not saved.

Flyers

Manage the property's flyers. Search and filter by **Type** and **Status** to find one.

Special offers

Add the offers an applicant should see. Search and filter by **Type** and **Status** the same way.

Each part feeds the public listing, so keep it current and accurate.

Units & Unit Types

A property's homes are set up as **units** and **unit types**. Unit types set the price bands; units are the individual homes.

“ ? Screenshot: the property units.

Unit types

A unit type is a floor plan with a price range. Add one and set:

- **Min Price** and **Max Price** — the price band.
- **Media** — photos for the type.

Before you add any, it reads *"No unit types added yet."*

Units

A unit is one home of a given type. Add one and set its **Unit Name**, **Unit Type**, and details such as **Baths**.

Before you add any, it reads *"No units added yet."*

Set your unit types first, then add units against them.

Questionnaire Scoring

Each property has its own questionnaire scoring — the points that decide how applicants rank. This is the admin view of the same rules owners set.

“ ? Screenshot: the property questionnaire scoring.

Set the rules

Set the points for each answer, the pass score, and the starting score for this property. The screen works like the owner's scoring editor.

For a full walk-through of pass scores, starting points, and per-question points, see the Owner Portal pages:

- [Pass Score & Starting Points](#)
- [Rules by Question](#)

Reset

To drop this property's changes and return to the master defaults, use the reset action. It shows **"Resetting..."** while it runs.

Listing Page Content Review

When an owner submits their property content, you review it here before it goes live. This is the admin side of the owner's onboarding worksheet.

“ ? Screenshot: the listing page content review.

Request the content

You start the process by asking the owner for their content. From the property's **Settings**, send the request:

- **Send From Here** — send it straight away.
- **Send From Communications Page** — send it with the rest of your owner messages.

The owner then fills the worksheet. See the owner's side in [Adding a Property](#).

Review each section

When the owner submits, review their content section by section. For each section you can approve it or reject it. A rejected section returns to the owner with your **Admin feedback**, so they can fix it and resubmit.

If the owner has not started, the screen reads *"Listing page content review not started."*