

About & Help

What this portal is, common questions, troubleshooting, and policies.

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Overview

The Owner Portal is where property owners run their rental pipeline with LeaseOps. You onboard a property, set how applicants are screened, review who applies, and keep your listing current.

Who uses it

Property owners and their teams. One owner can have several users, each with a role that sets what they can do.

What you can do

- **Onboard a property** — upload photos, copy, and details for your listing. See [Adding a Property](#).
- **Track your portfolio** — see activity across every property. See [Dashboards](#).
- **Screen applicants** — review and decide. See [Applicants Dashboard](#).
- **Set your rules once** — share settings across properties. See [Portfolio Overview](#).
- **Score applicants** — decide what a strong applicant looks like. See [Overview & Inheritance](#).

New here?

Start with [Adding a Property](#), then read [Dashboards](#). For common questions, see the [FAQ](#).

FAQ

Short answers to the questions owners ask most.

How do I add a property?

You do not build one from scratch. The LeaseOps team invites you by email, and you complete the onboarding worksheet. See [Adding a Property](#).

Why isn't my scoring change live yet?

Scoring changes can go to LeaseOps for review. While we review, the change shows **Pending** and is not active. You get the result when we decide. See [Overview & Inheritance](#).

Why can't I edit a listing tile in Preferences?

Some listing tiles stay locked until you finish onboarding. Open **On-Board Property** to finish. See [Preferences](#).

I changed a setting, but one property didn't update. Why?

That property is **customized** — it uses its own value and no longer follows the portfolio. Change it on the property itself, or re-inherit to follow the portfolio again. See [Portfolio Overview](#).

My custom resident benefit isn't on the listing. Why?

Custom benefits go to LeaseOps for review. They appear once we approve them. See [Portfolio Settings](#).

Where do I see who applied?

Open **Applicants**. See [Applicants Dashboard](#).

Troubleshooting

Common problems and how to fix them.

A worksheet section won't submit

- Fill every required field in the section.
- Watch the save bar. Wait until it reads **"All changes saved."**
- Then select **Submit for review**. See [Adding a Property](#).

My property isn't live yet

- Check that every worksheet section is approved, not still **Pending approval**.
- A section we could not approve shows **Admin feedback**. Fix it and resubmit.

I can't find a setting

- Shared rules live in **Portfolio Settings**. See [Portfolio Settings](#).
- Rules for one property live in **Preferences**. See [Preferences](#).

An applicant's score looks wrong

- Check your points in [Rules by Question](#).
- Check whether the property inherits or customizes scoring. See [Overview & Inheritance](#).

Still stuck?

Message your LeaseOps team from the [Dashboards](#) or [Messages](#).

Policies

The rules that govern how owner changes take effect.

Some changes need LeaseOps review

To keep listings accurate and compliant, certain changes go to LeaseOps before they go live:

- **Property content** — your onboarding sections are reviewed before your listing publishes.
- **Custom resident benefits** — reviewed before they show on listings.
- **Scoring changes** — may be reviewed before they take effect.

While a change is in review, it shows **Pending**. If we cannot approve it, you see **Admin feedback** with the reason, so you can fix it and resubmit.

Screening follows housing law

Applicant scoring is built to follow the housing laws that apply to your property. Some questions carry rules you cannot remove. This keeps your screening within the law.

Inheritance

Each property follows your portfolio's settings until you customize it. This keeps your properties consistent by default. See [Portfolio Overview](#).