Applicants

Track and review applicants for your properties, then accept or decline them.

- Applicants Dashboard
- Reviewing an Applicant

Applicants Dashboard

This is where you keep applicant work moving. See what is waiting across your properties, then jump straight to the list you need.

> ? Screenshot: the Applicants Dashboard.

See what is waiting

Four cards count the work in front of you, so you know where to start.

Card	Counts
Applications	Rental applications waiting for a decision
Guest Cards	Guest card entries
Contact Us	Contact requests you have not answered
Inactive Leads	Leads that have gone quiet

Jump to a list

Each card below the counts opens a working list. Select the one you need.

Card	Where it takes you
Applications	Review and decide on rental applications
Guest Cards	Handle guest card entries and visitor details
Contact Requests	Answer inquiries and track your replies
Inactive Leads	Revisit quiet leads and forward them
Leases	Manage lease agreements and terms

To decide on a single applicant, open **Applications**, then select the person. See **Reviewing an Applicant**.

Reviewing an Applicant

Open an applicant to make a decision. This page gathers everything you need — their answers, their score, and their documents — so you can accept or decline with confidence.

> ? Screenshot: an applicant detail page.

Judge the applicant

- **Score** — how the applicant did against your questionnaire scoring rules. It is your quick read on fit.
- **Status** — where the applicant stands right now.
- **Activity** — a timeline of what happened and when. It fills as the application is submitted, scored, and actioned.

Check the evidence

Open each document to see the full picture before you decide. A document appears only when the applicant has it.

- **View questionnaire results** — the applicant's answers and how they scored. Always available.
- **View application** — the full application. Appears once the applicant completes one.
- **Download credit report** — the applicant's credit report. Appears when a report is on file.

Work with your team

- Add an **internal note** to record your team's thinking. Notes stay private to your team; the applicant never sees them.

- Use **Reassign reviewer** to hand the applicant to a teammate.

Make the decision

Decide with the buttons at the bottom of the page.

- **Accept** — approve the applicant.
- **Decline —** reject the applicant. Add a **Reason** so your team has a record.

Changed your mind? After you decline someone, the **Accept** button becomes **Undecline**. Select it to reverse the decline.

Your decision updates the applicant's status and adds an entry to the activity timeline.