

Questionnaire & Scoring Settings

Set how LeaseOps scores your applicants: the pass score, starting points, and the points for each question.

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Overview & Inheritance

Scoring is how LeaseOps ranks your applicants for you. You decide what a strong applicant looks like — the bar to clear, the score to start from, and the points each answer earns. LeaseOps then scores every applicant the same way, so your decisions stay fair and consistent.

“ ? Screenshot: the Questionnaire Scoring Rules screen.

Decide where a rule applies

You set scoring at one of two levels. Choose the level that matches how much you want to reuse.

- **Portfolio** — one shared rulebook. Every property follows it. Best when your properties screen the same way.
- **Property** — a rulebook for one property. Best when a property needs its own approach.

A property follows the portfolio's scoring by default. While it does, the screen tells you so, and gives you two moves:

- **Edit shared scoring in Portfolio Settings** — change the rules for every following property at once.
- **Customise for this property** — give this one property its own rules.

If a property already has its own rules, you can **Re-inherit** to drop them and follow the portfolio again.

Expect a review

Your scoring changes may go to LeaseOps before they take effect. A banner shows where they stand:

- **Pending** — we are reviewing. The changes are not live yet.

- **Rejected** — we could not approve a change. The banner explains why, so you can fix it.

Where to go next

- **Pass Score & Starting Points** — set the bar and the starting score.
- **Rules by Question** — set the points for each answer.

Pass Score & Starting Points

Two settings frame every applicant's score: the score they must reach, and the score they begin with. Set these first, then tune the per-question points.

“ ? Screenshot: the outcome band (Pass score, Starting points, Tenant Screening Document).

Set the bar with Pass score

The **Pass score** is the score an applicant must reach to pass. Set it where you want the cut-off.

1. Drag the slider to your number. It moves in steps of 5, from 0 to 100.

Applicants who fall below the bar see a message. The screen previews that message under the slider, so you know what they will read.

Set the starting line with Starting points

Starting points is the score every applicant begins with. Their answers then add or take away points from there.

1. Open the **Starting points** list.
2. Choose a starting score.

A higher start is more forgiving; a lower start makes each answer count for more.

Show your work with the Tenant Screening Document

This setting appears for a single property. When you turn it **On**, applicants can download a list of the answers that can lower or fail their score. It makes your screening transparent.

- Select the toggle to turn it **On** or **Off**.

- Select **Preview document** to see the list first.

Some laws require this document. Where a law requires it, the toggle stays **On** and cannot be turned off.

Rules by Question

This is where you decide how much each answer matters. The points you set here shape every applicant's score, so it is the heart of your screening.

“ ? Screenshot: the Rules by question work surface.

Narrow the list

Three chips filter the questions, so you can focus.

Chip	Shows
All questions	Every applicant question
Questions with scores	Only questions that carry points
Overridden vs master	Only questions where your points differ from the master

When you work on a single property, you can also **View all rules** on one page, or download the current list for your records.

Find the question

Questions are grouped into sections on the left. Each section shows how many questions it holds, how many are scored, and how many you overrode — so you can see coverage without opening every one.

Each question row states where it stands:

- **matches master** — your points match the master rules.
- **N overrides** — you changed the points.
- **not scored** — the question carries no points.

Set the points

1. Select a question to open its editor.
2. Read the **applicable law** shown for the question, so your points stay compliant.
3. Set the **Points** for each answer. The editor shows the master value next to yours, so you can see what you changed.
4. Select **Save**.

Make an answer an automatic fail

Some answers should end an application on their own.

1. Select **Set this answer to auto-fail**.
2. For some answers, add a limit — for example, *"More than [N] time(s) during last [N] year(s)."*
3. To undo it, select **Cancel auto-fail**.

Start over with Reset to master

If your changes are not working, return to the master defaults.

1. Select **Reset to master**.
2. Read the warning. This removes every override you made.
3. Select **Reset settings** to confirm.

The button stays greyed out while your rules already match the master, so you cannot reset by mistake.