

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](#).

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