

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](#).

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