GUEST CARDS

After the initial greeting, prior to showing an apartment, the Property Manager, Assistant Manager or Leasing Agent will ask the prospective resident to sit down and take a few minutes to complete a guest card. The site person should review the guest card in order to familiarize themselves with the pre-resident and his/her needs.

If the initial contact is through a telephone call, a guest card should be started and/or completed. When the pre-resident comes into the management office to complete an application, pull out the guest card and review/complete the information. Then please follow the procedures set forth below.

If the pre-resident should leave the office without completing an application, the guest card will be placed in a tickler file and held until the application is returned. The follow up procedure set forth below should be completed. In the event that an application is not submitted or follow up is unsuccessful, the guest card may be removed from the tickler file and discarded after one month.

If the pre-resident completes an application at the same time the guest card is completed, the guest card should be stapled to the back of the application.