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RENTCafé® Affordable Housing

Leading Practice Workflow–Affordable Housing Waiting Lists

The focus of this RENTCafé Affordable Housing session is to review waiting list leading practice workflows from the role of a RENTCafé Site Manager user who needs no further approval. Attendees may ask questions throughout the session and will be provided opportunities to practice in RENTCafé Affordable Housing.

Introduction

Affordable housing providers can now replace paper-based applications and compliance processes with online portals for applicants and residents through RENTCafé Affordable Housing. RENTCafé Affordable Housing extends the benefits and features of the Yardi RENTCafé suite to properties receiving federal or state housing assistance. Standard workflows and verifications provide compliance for programs including HUD 50059, Section 42 Low Income Tax Credit, HOME, and Rural Development.

In this Session

During our demonstration, we will explore how RENTCafé Affordable can:

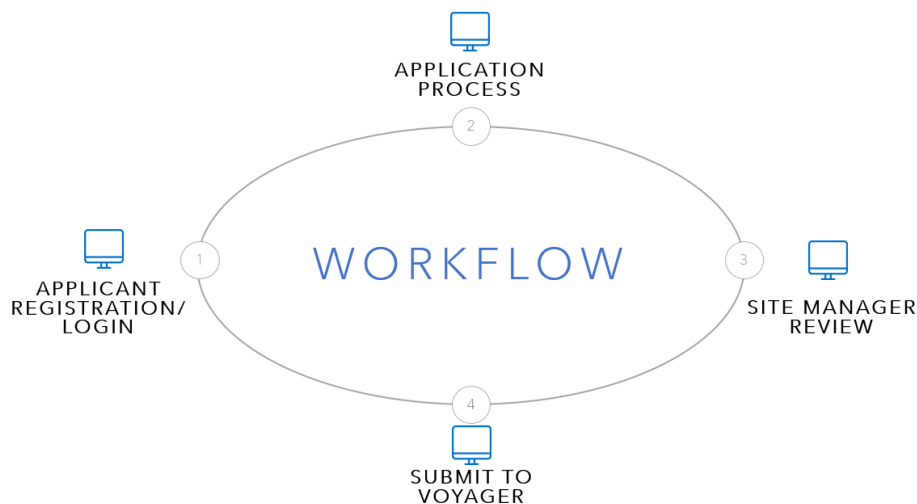
- Reduce errors and expedite processing of compliance files.
- Electronically manage paperwork.
- Heighten communication among team members, applicants, and residents.
- Assign tasks to team members based on file status.
- Provide a central location for all information related to applications and certifications.
- Offer online completion of leases and certifications for prospects and residents.

To begin, let's look at a high-level overview of the move-in leading practice workflow.

Workflow

- The applicant either registers or logs on to the prospect portal.
- The applicant completes the online application process.
- When the applicant submits the move-in application, the site manager receives an alert. The site manager can review compliance details conveniently from the site manager's computer.
- The site manager sends the applicant's submission to Voyager, where the certification is automatically created.

The following graphic shows a high-level overview of the move-in workflow.



Site Manager Introduction

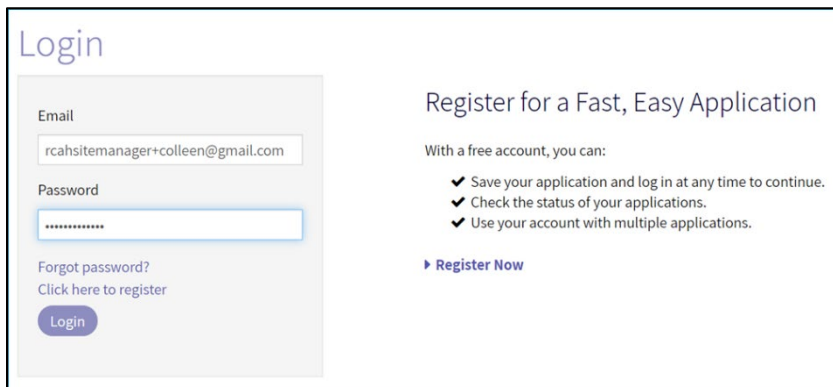
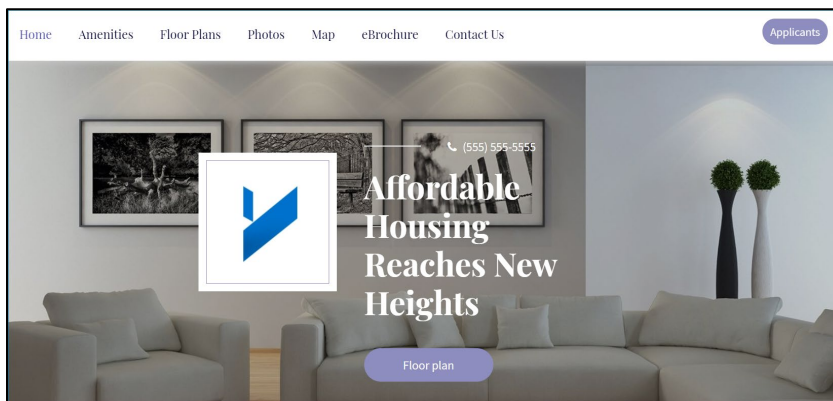
- **Compliance Dashboard**
Site Manager saves filters based on last search by the same user. Use these filters to limit the records that appear. You can also search by secondary status.
- **Custom Dashboard**
Each role has different tiles assigned, based on the role responsibilities and the information the users need to access. (Refresh regularly if logged on.)
- **Household Page**
This page is the primary location for managing records and performing all actions. The **Member** tab initially appears.
- **More menu**
Use this menu to view payments, review screening, and assign units.

Prospect Portal Login/Registration Overview

Applicant Login

A prospect must register to begin the application process. After registering, the applicant can log on and off the site as needed. When an applicant logs off, RENTCafé saves the applicant's completed information. When the applicant logs on, RENTCafé displays the step from which the applicant logged off.

When an applicant has registered, the log-on screen appears.



Registration Process




Current residents will be validated through the first and last name and the email address on the Voyager **Resident** screen. You can set up additional validations for phone, resident code, and apartment number.

New applicants will apply for the property by setting up a RENTCafé account. Applicants will be asked whether they have a registration code. The registration code is the prospect code (“p-code” in Voyager). The prospect code will help ensure that the applicant is tied to an existing guest card.

Create an Account

Don't have an account yet?

Create your account today, and Apply Online!

-  Submit your application
-  Check out the status of your application
-  Get ready to move in!

Already have an account? Login Now!

Email

Password

[Forgot password?](#)




Create an Account

Please contact the leasing office if you don't know your registration code.

Enter Your Registration Code

Don't have an account yet?

Create your account today, and Apply Online!

-  Submit your application
-  Check out the status of your application
-  Get ready to move in!

Personal Details

First Name*

Last Name*

Phone (Home)*

Account Information

Email Address* (Your email address is your user name)

Password*

Confirm Password*

This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply.

I have read and accept the Terms and Conditions

Applicant Portal–Waiting List Application Process

Language Selection

An applicant’s first step is to select a preferred language. Allowing an applicant to complete the application in the applicant’s preferred language will make the application process easier and may reduce the amount of help applicants need from your staff.

You as the administrator can decide which languages to make available for each property.

The screenshot shows a web application interface for a housing application. On the left is a vertical navigation menu with the following items: Language Selection (highlighted), Application Information, Accessibility Requirements, People, Your Income, Your Assets, Final Review & Submission, and Floorplan Preference. The main content area has a header with 'My Application' and 'Application Progress 0%' (with a progress bar). Below the header, there are tabs for 'Application Information' and 'Housing Application'. A dropdown menu shows 'Applications & Certifications | Hi, Tucker'. The main heading is 'Please select your preferred language.' followed by a 'Google Translate Disclaimer'. Below the disclaimer is a form field labeled 'Preferred Language*' with two radio button options: 'English' (selected) and 'Español (Spanish)'. At the bottom of the form is a 'Next' button.

Application Information and Instructions

You can configure leading practice workflows in RENTCafé Affordable Housing to match the way each property operates. In the following example, the property has an affordable housing waiting list and a waiting list workflow has been configured for the property. An applicant is applying for the waiting list.

My Application

Application Progress **29%** Applications & Certifications | Hi, Tucker ▾

Language Selection

Application Information

Instructions

Personal Information

Address Information

Additional Adult Occupants

Reasonable Accommodation

Accessibility Requirements

People

Your Income

Your Assets

Final Review & Submission

Floorplan Preference

* Denotes a required field

Application Information

In the following steps, you will complete application information needed for your waiting list application. Please note, the time that your application may sit on our waiting list can vary. Your position on our waiting list may change depending upon the preferences you select as well as other applicants. We will contact if more information is needed after you complete the application.

Please continue.

Back Next

My Application

Application Progress **79%** Applications & Certifications | Hi, Tucker ▾

Language Selection

Application Information

Instructions

Personal Information

Address Information

Additional Adult Occupants

Reasonable Accommodation

Accessibility Requirements

People

Your Income

Your Assets

Final Review & Submission

Floorplan Preference

* Denotes a required field

Instructions

- As the first person to complete this application, you will be considered the primary applicant, and you will be asked to provide information about additional occupants.
- All additional occupants who are 18 years of age or older as well as emancipated minors must also complete this application.
- If you do not finish your application now, you may log in at a later time to complete it, or to review it after you have submitted it.

Back Next

Personal Information

The **Personal Information** step builds the applicant’s guest card. Some fields also apply to the prospect’s screening and to the certification in Voyager.

If your organization wants an additional step to help determine which workflow the applicant must complete, you can add a step that asks applicants to provide basic eligibility information. For example, if an applicant enters an annual income of \$100,000, RENTCafé Affordable Housing would determine that the prospect does not qualify and stop the applicant at this step. If the property has market rate apartments, RENTCafé can move the applicant through a market rate workflow.

My Application

Application Information Housing Application

Application Progress 10%

Language Selection

Application Information

Instructions

Personal Information

Address Information

Additional Adult Occupants

Reasonable Accommodation

Accessibility Requirements

People

Your Income

Your Assets

Final Review & Submission

Floorplan Preference

* Denotes a required field

Applications & Certifications | Hi, Jane

Personal Information

Please enter your details in this section. If you do not have a social security number, please select "I do not have a SSN."

<p>First Name *</p> <input type="text" value="Jane"/>	<p>Birth Date *</p> <input type="text" value="9/5/87"/>
<p>Middle Name</p> <input type="text"/>	<p>Monthly Income *</p> <input type="text" value="\$800.00"/>
<p>Last Name *</p> <input type="text" value="Summer"/>	<p>Government Issued Photo ID # *</p> <input type="text" value="789987"/>
<p>Phone</p> <input type="text" value="777777777"/>	<p>Gov ID State</p> <input type="text" value="CA"/>

Address Information

Your requirements for resident history can be built into RENTCafé Affordable Housing. For example, if you require three years of history, the applicant will not be able to move forward until entering enough information to satisfy that requirement.

Additional Adult Occupants

This step asks the applicant to include all occupants over the age of 18. These household members need to be screened. The applicant will enter other household members, including minors, during a later step.

The screenshot shows the 'My Application' dashboard. The left sidebar contains a navigation menu with the following items: Language Selection, Application Information (highlighted), Instructions, Personal Information, Address Information, Additional Adult Occupants (highlighted), Reasonable Accommodation, Accessibility Requirements, People, Your Income, Your Assets, Final Review & Submission, and Floorplan Preference. The main content area shows the 'Application Progress' at 17% and the current step is 'Additional Adult Occupants'. A progress bar is visible at the top. Below the title, there are instructions: 'Please enter the details for your Additional Adult Occupants here:' followed by two bullet points: 'Include only people 18 or older, unless the person is the Head, Co-Head, or Spouse.' and 'If you do not have a social security number, please select "I do not have a SSN."' A button labeled 'Add Additional Adult Occupant' is present. Below the button, a message states 'No Additional Adult Occupants Added'. At the bottom, there are 'Back' and 'Next' buttons.

The screenshot shows the 'Your Additional Occupant' form. The title is 'Personal Information'. The form contains the following fields: First Name* (Richard), Middle Initial (empty), Last Name* (Smith), Social Security Number* (003-54-1111), Monthly Income* (\$0.00), Email* (rcahsitemanager+rsmith@gmail.com), Birth Date* (5/9/1984), and a dropdown menu for 'What is this person's relationship to the head of household?' with 'Spouse' selected. There is also a checkbox option: 'This person does not have a Social Security Number right now.' which is unchecked.

Reasonable Accommodation

If the applicant wants to be placed in an apartment with special accommodations, the applicant provides the special needs information on this step.

The screenshot shows the 'My Application' interface. The left sidebar contains a navigation menu with the following items: Language Selection, Application Information (highlighted), Instructions, Personal Information, Address Information, Additional Adult Occupants, Reasonable Accommodation (highlighted), Accessibility Requirements, People, Your Income, Your Assets, Final Review & Submission, and Floorplan Preference. The main content area is titled 'Reasonable Accommodation' and includes a progress bar at 20%. A note states: '* Denotes a required field'. The text reads: 'All requests for reasonable accommodations will be reviewed and approved or denied by our 504 Coordinator prior to move-in.' There are two questions, each with a 'No' dropdown menu: 'Do you or any other household member need the features of an apartment home adapted for wheelchair use or sensory impairments? *' and 'Do you are any household member have any special housing needs or need a reasonable accommodation to live here? *'. At the bottom are 'Back' and 'Next' buttons.

Accessibility Requirements

The applicant answers a series of questions about apartment accessibility needs.

The screenshot shows the 'My Application' interface. The left sidebar contains a navigation menu with the following items: Language Selection, Application Information, Accessibility Requirements (highlighted), Criminal History, Pets, People, Your Income, Your Assets, Final Review & Submission, and Floorplan Preference. The main content area is titled 'Accessibility Requirements' and includes a progress bar at 23%. A note states: '* Denotes a required field'. There are three questions, each with a 'No' dropdown menu: 'Do you require mobility impaired upgrades? *', 'Do you require vision impaired upgrades? *', and 'Do you require hearing impaired upgrades? *'. At the bottom are 'Back' and 'Next' buttons.

Criminal History

The applicant is asked questions about the criminal history of all household members. The applicant selects **Yes** or **No** for each question.

My Application

Application Information | Housing Application

Application Progress: 27%

Applications & Certifications | Hi, Tucker

* Denotes a required field

Criminal History

Is any member of your household subject to any state sex offender or violent offender registration requirement? *

No

Are there any criminal convictions (misdemeanor or felony) or pending charges not already disclosed for any household members? *

No

Is any member of your household currently using, selling, distributing or in possession of an illegal drug (under state or federal laws) or illegal drug paraphernalia or facing drug related charges? *

No

Have you or any household member ever been convicted of a drug-related offense? *

No

Back | Next

Pets/Assistance Animals

The household can add information about pets or assistance animals.

My Application

Application Information | Housing Application

Application Progress: 30%

Applications & Certifications | Hi, Jane

* Denotes a required field

Pets/Assistance Animals

Add Pets

No Pets Added

Back | Next

People

The applicant is asked a series of questions about additional members of the household, including live-in caregivers. The answers determine additional questions that appear in the steps that follow.

The screenshot shows the 'My Application' progress bar at 33%. The 'Application Information' step is active, and the 'Housing Application' step is next. The left sidebar lists various application steps, with 'People' selected. The main content area displays the heading 'We're about to start gathering information about your household...' and a list of required information: Full (legal) name, Social Security number, and Date of birth. There are 'Back' and 'Next' buttons at the bottom.

The screenshot shows the 'My Application' progress bar at 37%. The 'Housing Application' step is now active. The left sidebar lists various application steps, with 'Expected Changes' selected. The main content area displays the heading 'Do any of these circumstances apply to your household?' and a list of questions with radio button options for 'Yes' and 'No':
Do you expect any new household members in the next 12 months? *
Is anyone living with you today who will not be in your new apartment? *
Does your household have absent members who would normally be living with you? *
Does your household have a live-in caregiver? *
There are 'Back' and 'Next' buttons at the bottom.

Household Members—Member Details

On this step, the applicant adds detailed information about each household member, including members under the age of 18. Information includes citizenship, disability status, race, ethnicity, and student status.

Information completed during earlier steps in the workflow automatically appears.

My Application

Application Information Housing Application

Application Progress 40% Applications & Certifications | Hi, Jane ▾

* Denotes a required field

Tell us about every member of your household.

The following list contains everyone you have entered for your application. This list must contain everyone who will be living in your apartment home. If there are any other people, including children, who will live with you in your new home, please click Add Person and enter the information for those people. You must use each person's full legal name as it appears on the person's government identification card or document.

Do not include people who will not be living with you in your new home.

[Add Person](#)

First Name	Last Name	Edit	Delete
Jane	Summer	Edit	Delete
Frank	Summer	Edit	Delete

Showing 1 to 2 of 2 entries

[Back](#) [Next](#)

Income

On this step, the applicant answers questions about household income. The applicant selects **Yes** or **No** for each question. The answers determine additional questions that appear.

My Application

Application Information Housing Application

Application Progress 57%

Applications & Certifications | Hi, Tucker

* Denotes a required field

Tell us about your household income.

Make sure to include the income of all household members, including children!

Do you or any member of your household have the following :

Full-time or part-time wages? * Yes No

Other income received on a recurring basis? * Yes No

Back Next

My Application

Application Information Housing Application

Application Progress 60%

Applications & Certifications | Hi, Tucker

* Denotes a required field

Employment

Please tell us about any full-time or part-time wages that household members receive.

Add Employment

No Employment Added

Back Next

Assets

On this step, the applicant answers questions about household assets. The applicant selects **Yes** or **No** for each question. The answers determine additional questions that appear.

My Application

Application Information Housing Application

Application Progress 67%

Applications & Certifications | Hi, Tucker

* Denotes a required field

We are ready to gather information about your assets. Please have the following documents ready to use for reference:

- Bank statements
- Retirement account statements
- Trust fund records

Do you or any member of your household have the following :

A checking, savings, or money market account including accounts managed by a payee? * Yes No

Other assets owned in full or in part by members of your household? * Yes No

Back Next

Members enter the details about each asset with a **Yes** answer. An additional step appears on the side menu.

My Application

Application Information Housing Application

Application Progress 70%

Applications & Certifications | Hi, Tucker

* Denotes a required field

Tell us about all checking, savings, and money market accounts including accounts managed by a payee.

Include all checking, savings and money market accounts for your household members. Please click **Add Bank Account** and tell us about your accounts.

Add Bank Account

No Bank Accounts Added

Back Next

Expenses

If the household is applying for 50059, Rural Development, or HOME assistance and the waiting list workflow includes questions about expenses, expense questions appear. To be eligible for expenses, the household head, spouse, or co-head must be elderly (age 62 or older) or disabled.

The applicant selects **Yes** or **No** for each question. If the applicant selects **Yes**, an additional step appears requiring details about the disability expense.

NOTE: Applicants for properties with only tax credit assistance will not be asked about expenses.

My Application

Application Progress 79%

Applications & Certifications | Hi, Colleen

* Denotes a required field

Next, we will need to gather information about your household's disability assistance expenses.

Do you or any member of your household have the following :

Expenses paid for attendant care for a disabled household member that enable an adult household member to work? * Yes No

Expenses paid for the cost of an auxiliary apparatus or assistance animal for a disabled household member, including costs for maintenance and upkeep? * Yes No

[Back](#) [Next](#)

My Application

Application Progress 83%

Applications & Certifications | Hi, Colleen

* Denotes a required field

Next, we will need to gather information about your household's medical expenses.

Households in which the head of household, spouse, or co-head are disabled or are at least 62 years old qualify for deductions based on out-of-pocket expenses.

Do you or any member of your household have the following :

Expenses from Medicare premiums? * Yes No

Expenses from other medical insurance premiums? * Yes No

Expenses from medical assistance through a public assistance agency? * Yes No

Expenses incurred from ongoing visits to a dentist or doctor's office? * Yes No

Expenses from prescription medications? * Yes No

Expenses from over-the-counter medication prescribed by a healthcare professional? * Yes No

Outstanding medical bills for which you or a member of your household are currently paying? * Yes No

Additional out-of-pocket medical expenses? * Yes No

Final Review and Submission

This step prepares the applicant for reviewing all items in the household's application.

My Application

Application Progress: 77%

* Denotes a required field

Please review and submit your application!

Your application is almost complete!

Please review all information you have entered, check it for errors and omissions, and sign the application forms!

Back Next

Summary

On the **Summary** step, the applicant can make final changes to the application.

My Application

Application Progress: 80%

* Denotes a required field

Summary

The following list includes all of the information you entered in your application. Please review each tab for accuracy and completeness. If you need to edit the information below, please click the **Edit** button. If you need to add any additional information, please click the **Add** button below. If all information below is correct and accurate, please click **Save and Continue**.

Members Income Assets

Add Member

First Name	Last Name	Edit	Delete
Jane	Summer	Edit	Delete
Frank	Summer	Edit	Delete

Showing 1 to 2 of 2 entries

Back Next

Errors

To help identify errors, RENTCafé Affordable Housing compares how the applicant answered the questions to the details the household provided. If the applicant missed required details on a previous step, the applicant must either provide the information or change the answer before moving forward.

Once all errors are resolved, the applicant can move forward.

The screenshot shows the 'My Application' interface. At the top, there are two progress indicators: 'Application Information' (completed) and 'Housing Application' (in progress). Below these is an 'Application Progress' bar at 83% and a user profile 'Hi, Tucker'. A sidebar on the left contains navigation links: Language Selection, Application Information, Accessibility Requirements, People, Your Income, Your Assets, Final Review & Submission, Summary, Errors (selected), Documents, and Floorplan Preference. The main content area is titled 'Errors' and includes a note: '* Denotes a required field'. Below this is a table with two columns: 'Error' and 'Corrective Actions'.

Error	Corrective Actions
Please confirm that all household members have been added. If you need to add a new member please navigate back to the members section and add the missing member(s).	<input type="button" value="Confirm"/>
You answered "Yes" to the question: "A checking, savings, or money market account including accounts managed by a payee?" However, you did not add details about the associated asset(s). Please add the missing asset information, or change your answer.	<input type="button" value="Change Answer"/> <input type="button" value="Add Bank Account"/>

At the bottom of the main content area, there are 'Back' and 'Next' buttons.

Documents

On this step, the applicants can upload required documents.

You can list the required documents to alert applicants about the documents they need to attach. Applicants may use a scanner, tablet, or phone to upload documents.

Application Information
Housing Application

Application Progress

87%

Applications & Certifications | Hi, Jane

* Denotes a required field

Please submit the following documents.

You will need to submit the following documents before we can process your application.

Learn More	Document	Upload	Scan	View	Delete	Uploaded Date
	Upload necessary documents for all asset records added	Upload	Scan			
	Upload necessary documents for all income records added	Upload	Scan			
	Frank Summer - Napa Auto - Scan your last 4 pay stubs.	Upload	Scan			
	Jane Summer - Target - Scan your last 4 pay stubs.	Upload	Scan			
	Jane Summer - Scan copy of driver's license or other government issued photo ID.	Upload	Scan			
	Frank Summer - Scan copy of driver's license or other government issued photo ID.	Upload	Scan			
	Optional - Scan other household documents.	Upload	Scan			

Showing 1 to 7 of 7 entries

Back
Next

Floorplan Preference

The applicant will now indicate the household's bedroom preferences for the waiting list. The applicant will also be asked to confirm the household's estimated annual family income. If applicable for the property's waiting list, the applicant can select additional preferences.

NOTE: Additional preferences can be hidden from the applicant's view.

My Application

Application Information Housing Application

Application Progress 90%

Applications & Certifications | Hi, Jane

* Denotes a required field

Upload Documents Take me to the Summary

Floorplan Preference

Please select the number of bedrooms in order of importance.

1st Preference: *

2 BR

2nd Preference:

1 BR

Estimated Annual Income: *

\$19,501.00

Please select any of the following if they pertain to you.

- Veterans Preference
- Homeless
- Disability
- Elderly 65+
- Have you been displaced by governmental action, or your dwelling been extensively damaged or destroyed as a result of a federally declared disaster?

Continue

Back

The applicant receives a confirmation message that the application has been submitted.

My Application

Application Information Housing Application

Application Progress 90%

Applications & Certifications | Hi, Tucker

* Denotes a required field

Upload Documents Take me to the Summary

Floorplan Preference

Your application has been submitted.

Click "Save and Continue" to proceed.

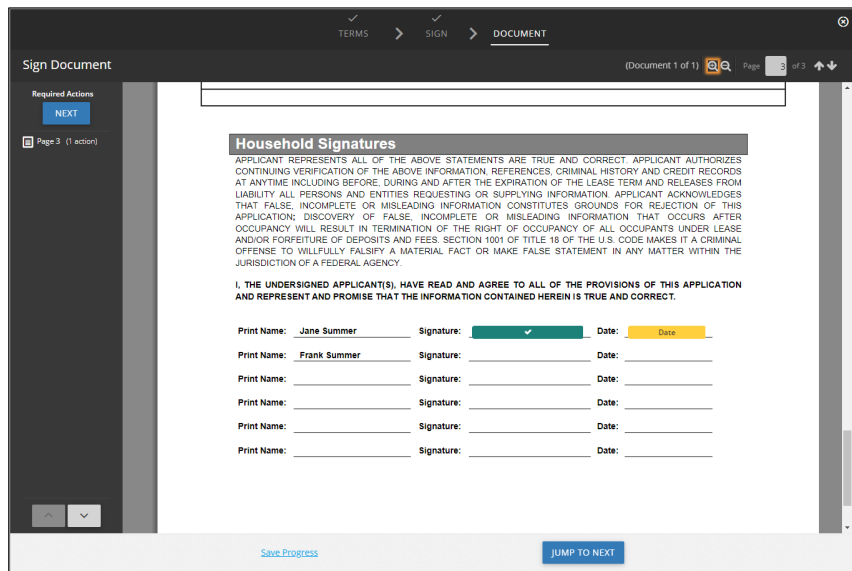
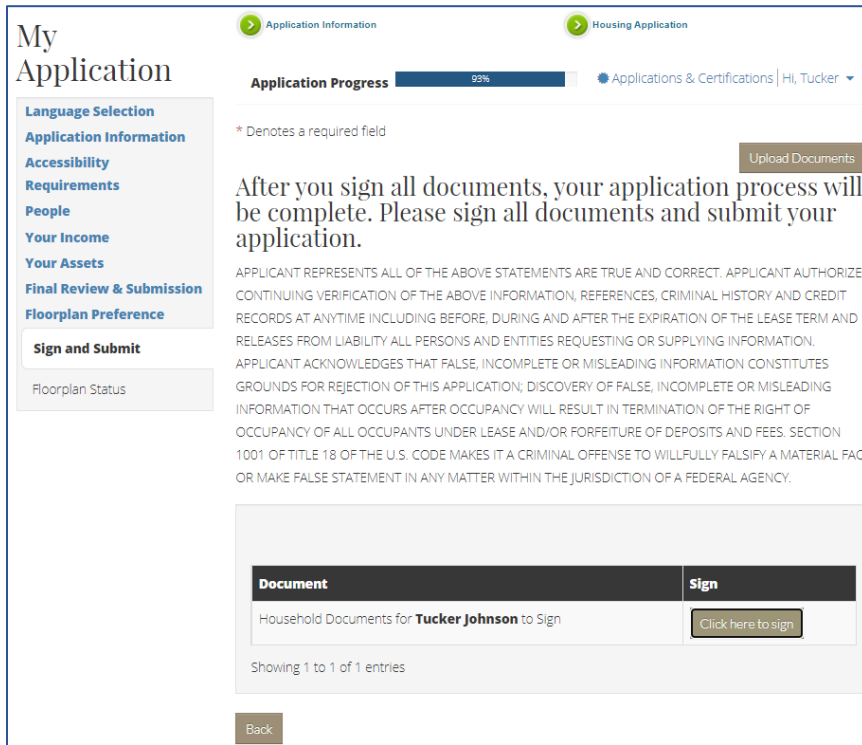
Back Next

Sign and Submit

Signing the application is the applicant’s final step.

In the following example, the household is using electronic signatures. If you offer electronic signatures, each member selects a signature font. RENTCafé Affordable Housing shows each member where to sign, initial, and date the application.

You can allow the household head to invite the other adult household members to sign documents. This option ensures that each adult household member signs the member’s own set of documents.



When the prospect’s application has been submitted, the applicant will receive a confirmation code (prospect code or “p-code” in Voyager) confirming that the application has been submitted.

Site Manager Workflow

Compliance Management Dashboard

Like the **Community Manager Dashboard** in Voyager, the **Compliance Management** dashboard provides the Site Manager user with a single location for viewing current and pending activities. Using the **Compliance Management** dashboard and customized tiles reduces confusion and expedites processing activities.

You can use roles and groups to provide users with access to only the information needed for their roles. For example, you can find move-in applications on the **Move In** dashboard. You can find waiting list applications on the **Waiting List** dashboard.

You can use the **Search All** tile to view any applications that applicants have started but not completed. This tile also provides quick access to a specific applicant.

Compliance Management

Search All
Move In Dashboard
Annual Recertification Dashboard
Waiting List Dashboard
Market Application Dashboard

Compliance Manager

Results are as of 07/19/2021 10:18 AM. Click the "Refresh Dashboard Data" button to see the most recent changes and up-to-date information.

[Refresh Dashboard Data](#)

Search All

Search Applications

Household Page

Property:

Last Name:

Status:

Request Type:

Awaiting Follow-Up:

Email:

10 records per page

Prospect Code:

First Name:

SSN:

Unit Name:

New Document Added:

Name	Property Name	Unit	Status	Request Type	Last Updated	Completed
Sweeney, Bruce	Ashwood Gardens		Pending	Waiting List Application	09/12/2018	09/12/2018

Compliance Management Dashboard–Waiting List Dashboard

Most **Waiting List Dashboard** tiles involve actions that need to be addressed. These tiles organize tasks so that team members can avoid overlooking important pending actions.

The **Waiting List Dashboard** shows all completed items waiting review and further action.

You can click a tile to see additional information and perform the appropriate action.

Compliance Management

Search All | Move In Dashboard | Annual Recertification Dashboard | **Waiting List Dashboard** | Market Application Dashboard | Compliance Manager

Results are as of 07/19/2021 12:46 PM. Click the "Refresh Dashboard Data" button to see the most recent changes and up-to-date information.

[Refresh Dashboard Data](#)

Search All
Search Applications

0
Waiting List
Apps
Are Incomplete

0
Waitlist Apps
Are Pending

Pending Waitlist Applications

Search:

Name	Property Name	Status	Request Type	Last Updated	Completed	Email	Unit	Preferred Move In	Deposit	Date Submitted
Hollow, Janet	Garden Grove (AK)	Pending	Waiting List Application	11/18/2020	05/21/2020	halfmway+7@gmail.com				
Tester, Colleen	Lake George Housing	Pending	Waiting List Application	03/01/2021	02/25/2021	colleen@tester123.com				

Household Page–Members

In RENTCafé, clicking an applicant’s name displays the **Household Page**. The **Household Page** displays a list of all household members, their ages, disability status, and relationship to the household head.

RENTCafé Affordable Housing has reviewed for completeness all information entered by the applicant at each step in the application process. All applicant information displayed will ultimately flow to the certification in Voyager.

Edit and **View** buttons appear on each tab of the **Household Page**.

- Use the **Edit** buttons for verification purposes.
- Use the **View** buttons to view the details entered in the prospect portal by the applicant. Site Manager users cannot make changes to this information.

Application | **Members** | Incomes | Assets | Expenses | Additional Occupants | Documents | Signed Documents | Errors & Alerts (0) | Notes | Audit Log

Compliance Application | Correspondence | All Verifications

[Add Member](#)

First Name	Last Name	Date of Birth	Disabled	Age	Verified	Sent Verification Letter	Manager	Applicant
Colleen	Smith	2/1/1985	No	36	No	No	Edit	View
Richard	Smith	5/9/1984	Yes	37	No	No	Edit	View
Alexander	Smith	6/1/2017	No	4	No	No	Edit	View

Household Page—Incomes

The **Incomes** tab provides details for each income source entered by the applicant: the member earning the income, the income type, the applicant-entered annual income, and the verified annual income.

Updated income information does not appear until verification has been completed. If you have not verified an income source, **No** appears in the **Verified** field. After verification, you can determine whether you need to make corrections.

Name	Income Source	Applicant Entered Income	Verified Earnings	Verified	Sent Verification Letter	Manager	Applicant
Colleen Smith	Employment - Roswell Florist	\$31,200.00	\$31,557.50	Yes	Yes	Edit	View
Colleen Smith	Regular Contribution - Mother	\$900.00		No	No	Edit	View
Colleen Smith	Student Financial Aid - Georgia State	\$3,000.00		No	No	Edit	View

Household Page—Assets

The **Assets** tab provides details for each asset entered by the applicant: the member owning the asset, the asset type, the applicant-entered asset value, and the verified asset value.

Zero (**0.00**) appears in the **Verified Income** field until verification is completed, ensuring that the correct verified asset value and income will appear on the calculation worksheet and certification. After verification, you can determine if you need to make corrections to asset value or income.

RENTCafé Affordable Housing will retain and display the original applicant-entered information. During a file review, you can quickly display the information supplied by the applicant compared to the independently verified information.

Name	Asset Name	Applicant Entered Value	Verified Value	Applicant Entered Income	Verified Income	Verified	Sent Verification Letter	Manager	Applicant
Colleen Smith	Checking Account - Wells Fargo	\$160.00	\$156.43	\$0.00	\$0.00	Yes	Yes	Edit	View
Colleen Smith	Savings Account - Wells Fargo	\$560.00	\$0.00	\$5.60	\$0.00	No	No	Edit	View

Household Page—Expenses

The **Expenses** tab provides details for each disability or medical expense entered by the applicant: the member incurring the expense, the applicant-entered cost, and the verified cost.

Zero (**0.00**) appears in the **Verified Annual Cost** field until verification is completed, ensuring that the correct verified expense amount will appear on the calculation worksheet and certification. After verification, you can determine if you need to make corrections.

Application									
Members	Incomes	Assets	Expenses	Additional Occupants	Documents	Signed Documents	Errors & Alerts (0)	Notes	Audit Log
Compliance Application									
Correspondence									
All Verifications									
Add Expense									
Name	Expense Description	Applicant Entered Annual Cost	Verified Annual Cost	Verified	Sent Verification Letter	Manager	Applicant		
Colleen Smith	Child Care Expense	\$7,200.00	\$0.00	No	No	Edit	View		
Richard Smith	Auxiliary Apparatus/Assistance Animal Expense - Assistance Animal	\$1,200.00	\$0.00	No	No	Edit	View		
Richard Smith	Medical Assistance	\$1,200.00	\$0.00	No	No	Edit	View		

RENTCafé Affordable Housing will retain and display the original applicant-entered information. During a file review, you can quickly display the information supplied by the applicant compared to the independently verified information.

NOTE: This tab does not appear for properties that have only tax credit assistance.

Household Page—Additional Occupants

The **Additional Occupants** tab displays member information for additional adult occupants.

The **Is Lessee** column on this tab identifies whether the occupant is a lessee. For example, a live-in aide would be an additional occupant but would not be a lessee.

Application									
Members	Incomes	Assets	Expenses	Additional Occupants	Documents	Signed Documents	Errors & Alerts (0)	Notes	Audit Log
Compliance Application									
Correspondence									
All Verifications									
Add Additional Occupant									
First Name	Last Name	Nickname	Relationship	Is Lessee?	Edit	Delete			
Richard	Smith		Spouse	Yes <input type="checkbox"/>	Edit	Delete			

Household Page—Documents

On the **Documents** tab, Site Manager users can view, print, delete, edit, and re-order any documents uploaded by the applicant.

If you want to edit the information, click **Edit**. You can change the document name, mark the document as manager-view only, prevent the applicant from deleting the document, and send the document to voyager.

The Site Manager user can also upload or scan documents if the applicant is unable to do so.

Application											
Members	Incomes	Assets	Expenses	Additional Occupants	Documents	Signed Documents	Errors & Alerts (0)	Notes	Audit Log	Compliance Application	
Correspondence											
All Verifications											
Print Documents											
You may drag and reorder any of the saved documents below.											
10 records per page											
Search:											
Document	Document Name	Manager View Only	Send to Voyager	Uploaded Date	Size						
Richard Smith - Scan copy of social security card.											
Optional - Scan other household documents.											
Colleen Smith - Bank Account - Savings Account - Upload a copy of the most current account statement from the financial institution.											
Colleen Smith - Bank Account - Checking Account - Scan last 6 months of statements.											
Colleen Smith - Georgia State - Scan documents issued by the educational institution showing the amount of financial aid received	Georgia-new-front-1.png	No	Yes	05/19/2021 4:02 PM	1.59 MB	Edit	★				
Richard Smith - Prescription Medication - Prescriptions - provide copies of receipts or printout from pharmacy showing out-of-pocket payments over the last 12 months.	Pharmacy Invoice	No	Yes	05/19/2021 4:16 PM	165 KB	Edit	★				
Colleen Smith - Child Care Expense - Child Care - Provide copies of receipts for child care expenses.	Daycare Invoice	No	Yes	05/19/2021 4:23 PM	11 KB	Edit	★				

Household Page—Signed Documents

On the **Signed Document** tab, you can review any documents that were signed electronically. You can also print any documents requiring a wet signature.

If needed, the property site manager can countersign these documents.

Once signed, you can scan, attach, and place documents your required order.

Site Manager presents a reviewer with a completed application document, printed in a clean and easy-to-read format. If your organization uses electronic signatures, the signatures appear at the bottom of the application.

Application	Members	Incomes	Assets	Expenses	Additional Occupants	Documents	Signed Documents	Errors & Alerts (0)	Notes
Audit Log	Compliance Application	Correspondence	All Verifications						
View All		Email Documents							
Document	View	Sign	Counter Sign						
Household Documents for Colleen Smith to Sign	View Document (Signed)	Signing Complete	Click here to sign						
Member Documents for Colleen Smith to Sign	View Document (Signed)	Signing Complete	Click here to sign						
Household Documents for Richard Smith to Sign	View Document (Signed)	Signing Complete	Click here to sign						
Member Documents for Richard Smith to Sign	View Document (Signed)	Signing Complete	Click here to sign						

Sign Document
Owner's Notice #1
5/20/2021

Required Actions

[NEXT](#)

Page 51 ✓

Property name Skyline Towers **Head of household** Katherine Tapper

Dear Katherine Tapper,

Section 214 of the Housing and Community Development Act of 1980, as amended, prohibits the Secretary of HUD from making financial assistance available to persons other than U.S. citizens or nationals, or certain categories of eligible non-citizens, for the programs associated with this property.

You have applied, or are applying for, assistance at this property; therefore, you are required to declare U.S. citizenship or submit evidence of eligible immigration status for each of your family members for whom you are seeking housing assistance. Your household must do the following:

1. Complete a Family Summary Sheet which must list all family members who will reside in the assisted unit.
2. Complete a Citizenship Declaration for each family member listed on the Family Summary Sheet.
3. Provide sufficient evidence to back up each household member's declaration of citizenship or eligible non-citizenship status.

Submit the Family Summary Sheet, Citizenship Declaration(s), and documentation supporting each declaration to the name and address listed below by _____.

Skyline Towers
500 Colonial Center Plaza
Roswell GA 30076

This Section 214 review will be completed in conjunction with the verification of other aspects of eligibility for assistance. If you need assistance with determining the type of documentation required or with completing any of the documents listed above, please contact the property at (255) 255-2555. Also, if you are unable to provide the required documentation by the date shown above, you should immediately contact this office and request an extension. Failure to provide this information or establish eligible status may result in denial of housing assistance.

If this Section 214 review results in a determination of ineligibility, you will have an opportunity to appeal the decision. Also, if the final determination concludes that only certain members of your family are eligible for assistance, your family may be eligible for proration of assistance. What this means is that when assistance is available, a reduced amount of assistance may be provided for your family based on the number of members who are eligible.

If assistance becomes available and the other aspects of your eligibility review show that you are eligible for housing assistance, that assistance may be provided to you if at least one member of your household has submitted the required documentation. Following verification of the documentation submitted by all family members, assistance may be adjusted depending on the immigration status verified. You will be contacted as soon as we have further information regarding your eligibility for assistance.

Securely

Property Manager

[SIGN & COMPLETE](#)

Household Page—Errors and Alerts

The **Errors & Alerts** tab highlights any issues with the application and provides reminders to confirm items of specific interest to your community, such as compliance with pet or vehicle requirements.

Application	Members	Incomes	Assets	Expenses	Additional Occupants	Documents	Signed Documents	Errors & Alerts (0)	Notes
Audit Log	Compliance Application	Correspondence	All Verifications						
								Search:	<input type="text"/>
Error	Corrective Actions								
Please confirm that all assets have been entered for all household members. If you need to add a new asset please navigate back to the assets section and add the missing asset(s).	Confirmed								
Please confirm that all household members have been added. If you need to add a new member please navigate back to the members section and add the missing member(s).	Confirmed								
Please confirm that all incomes have been entered for all household members. If you need to add a new income please navigate back to the incomes section and add the missing income(s).	Confirmed								
Richard Smith has no income records. Confirm that this is correct or add an income record.	Confirmed								

Household Page—Notes

The **Notes** tab optimizes communication between team members by providing a central place to see all notes pertaining to an application or certification. You can send notes to an applicant, resident, or a co-worker. Each note includes the recipient’s name and date sent, providing you with an audit log.

You can create “note type” templates that will automatically add note content for you. You can set up notes to generate automatically when the status of an application changes. For example, if you must consistently ask for additional documentation, create a template with text for your standard request. Select that text from the **Note Type** drop-down list the next time you request documentation.

Whether general or specific, you can attach notes to any information gathered on previous tabs for clarification or follow-up, reducing the time spent on emails and phone messages.

Application | Members | Incomes | Assets | Expenses | Additional Occupants | Documents | Signed Documents | Errors & Alerts (0) | **Notes**

Audit Log | Compliance Application | Correspondence | All Verifications

[Add Note](#) | [Print Notes](#) | [View Notes](#)

No Notes Added

Activity

Note Type: Assistance Animal Document

Attach this note to: Household Member # 1: Jason

Created By: Allie Kirkendall 07/22/2021 2:43 PM

Modified By:

Allow Applicant to see this note

Follow Up

Response Date:

Clarification

Pin Note

Send E-Mail to Applicant

Email Subject: Certification Documents Needed

Email Signature:

Email CC:

Email From: allie.k@mgmt.com

Email Attachment (select or drop): [Choose Files](#) No file chosen

Send Internal E-Mail

Source | | | | **B** | *I* | U | **S** | | | | | | | | | | | | | |

Styles | Format | Font | Size | | | | | | | | | |

Hello Jason,

Thank you for applying to live at our property. Please note: In order to complete your application, you will need the following items added to your application:

1. Service Animal Registration
2. Service Animal Certification
3. Skyline Towers Service Animal Form (Attached)

We Look forward to hearing back from you! If you have any questions, please reach out to us at (555) 555-5555 between the hours of .

Application | Members | Incomes | Assets | Expenses | Documents | Signed Documents | Errors & Alerts (1) | **Notes** | Audit Log | Compliance Application | Correspondence

All Verifications

[Add Note](#) | [Print Notes](#) | [View Notes](#)

Search:

Created Date	Created By	Modified Date	Modified By	Type	Text	Follow Up	Clarification	Edit	Delete	Pin
07/22/2021 2:44 PM	Allie Kirkendall			Assistance Animal Documentation	Hello Jason, Thank you for applying to live at our property. Please note: In order to complete...			Edit	Delete	

Showing 1 to 1 of 1 entries

Household Page—Audit Log

The audit log displays a variety of information about applicant activities. The log tracks steps already completed, information entered on the application, changes made since the initial entry, and the person who created those changes.

Clicking **Show Detailed View** displays the specific details for each change, who made the change, and when the change was made. Updates to applicant answers appear with a question mark (?). Clicking a question mark displays details of the original and updated information.

User	Date/Time	Description
Single	05/20/2021 4:59 PM	Manager Counter Signature Started for Colleen Smith's Individual Member Document
Single	05/20/2021 4:57 PM	Manager Counter Signature Started for Colleen Smith's Household Document
Richard Ellen	05/19/2021 4:59 PM	Document signing complete. Status changed to pending.
Richard Ellen	05/19/2021 4:59 PM	Status changed from Incomplete to Pending
Richard Ellen	05/19/2021 4:58 PM	ySignature Starting
Richard Ellen	05/19/2021 4:57 PM	ySignature Starting
Colleen Smith	05/19/2021 4:51 PM	HOH has invited Richard Smith to Sign Documents
Colleen Smith	05/19/2021 4:48 PM	ySignature Starting

Household Page—Compliance Application

The **Compliance Application** tab shows the full application as it appears for the applicant. You can also reset the applicant's current step in the application process.

This tool is very helpful when an applicant calls and asks for assistance, because the Site Manager user and applicant are both viewing the same screen.

Application	Members	Incomes	Assets	Expenses	Additional Occupants	Documents	Signed Documents	Errors & Alerts (0)	Notes	Audit Log	Compliance Application
Correspondence All Verifications											
First Name		Last Name									
Colleen		Smith		Compliance Application				Change Current Step			
Showing 1 to 1 of 1 entries											

Household Page—Correspondence

The **Correspondence** tab displays all emails sent from the property in bulk.

For example, you notice that applications remain at the incomplete status for more than a week. You can send an email to all these applicants at once. The sent emails will appear on the **Correspondence** tab.

Application	Members	Incomes	Assets	Expenses	Additional Occupants	Documents	Signed Documents	Errors & Alerts (0)	Notes	Audit Log	Compliance Application		
Correspondence All Verifications													
Emails are sent periodically by a process running in the background. Email Status is as of 5/20/2021 7:30 PM													
Search:													
Name	Type	Subject	Sent By	Date Created	Status	Email Opened	Response Received	Acknowledgement Required	Acknowledgement Due Date	Update Waitlist Request	Reprint/Resend User	Reprint/Resend Date	Actions
No data available in table													

Verification



Verification procedures for waiting list applicants depends on the policies of your organization.

If your organization requires verifying the applicant’s information for move-in, the process is complete after the property site manager reviews the waiting list application for completion. The site manager can proceed to the submission step.

If your organization requires verifying the applicant’s information before submitting the applicant to the waiting list in Voyager, use the following steps to proceed.

The status of the application is now **Pending**. When you are ready to verify this information, you can change the secondary status of the application to **Verify**, indicating to your team that this application is being verified. You are ready to send the verification letters to the third parties. You can upload verification letters directly from Voyager.

Select a letter from the drop-down list. For example, if you want to send an employment verification letter, type the name of the letter. RENTCafé Affordable Housing uses progressive search to display all letters with matching names.

When you have selected the letter, select the correspondent. Type at least three characters of the name and click the **Search** button . If the correspondent is not yet on file, click the **Add Correspondent** button  and add the correspondent.

If an electronic signature is needed for the verification letter, RENTCafé Affordable Housing can produce the letter for signature. Clicking **Show to User** makes the letter available in the applicant portal for your applicant to electronically sign. An email is automatically sent alerting the applicant that a new document needs to be signed. Once signed, an email is sent to the property manager notifying the manager that the verification letter is signed.

If a signature is not required, click the **Printer** button to view and print the letter. Clicking **Save** automatically updates the sent date in Site Manager for each corresponding letter.

The **All-Verifications** tab displays all members of a household, along with their incomes, assets, and expenses. It provides a centralized view of the verification process You can review all verification attempts, documents, details, status, and dates. You can quickly review verified items and verifications that need to be completed.

When you receive the verification letter response from the correspondent, you can upload a copy to the application from the **All Verifications** tab. These letters will also be submitted to Voyager.

Household Name: Smith, Colleen (3)		Request Type: Move In Application		Income Limit: 50059 - \$38,800.00							
Prospect Code: p0019872		Created Date: 05/19/2021		Voyager Unit Rent: Count not find unit							
Property / Unit: Skyline Towers / Not Selected		Current Status: Pending		Total Applicant Entered Income: \$35,105.60							
SSN: ***-**-0000		Preferred Move-In Date: 05/19/2021		Total Verified Income: \$0.00							
Screening: Not Completed		Language: English		Verifications Complete: 0 of 5							
Application	Members	Incomes	Assets	Expenses	Additional Occupants	Documents	Signed Documents	Errors & Alerts (0)	Notes	Audit Log	Compliance Application
Correspondence All Verifications											
Search: <input type="text"/>											
Member	Relationship	Verification Type	Description	Status	Level	Date	Date Sent				
Colleen Smith	Head of Household	Member		Not Started				View Details	Upload Document		Add Note
Richard Smith	Spouse	Member		Not Started				View Details	Upload Document		Add Note
Alexander Smith	Youth-18	Member		Not Started				View Details	Upload Document		Add Note
Colleen Smith	Head of Household	Income	Roswell Florist	Not Started				View Details	Upload Document		Add Note
Colleen Smith	Head of Household	Income	Mother	Not Started				View Details	Upload Document		Add Note
Colleen Smith	Head of Household	Income	Georgia State	Not Started				View Details	Upload Document	View Verification Docs & Letters	Add Note
Colleen Smith	Head of Household	Asset	Wells Fargo	Not Started				View Details	Upload Document		Add Note

LEADING PRACTICE WORKFLOW - WAITLIST

Household Page

Follow Up Required

Household Name: Smith, Colleen (3) Request Type: Move In Application Income Limit: | 5
 Prospect Code: p0019872 Created Date: 05/19/2021 Voyager Unit Res
 Property / Unit: Skyline Towers / Not Selected Current Status: Pending Total Applicant E
 SSN: ***-**-0000 Preferred Move-In Date: 05/19/2021 Total Verified In
 Screening: Not Completed Language: English Verifications Cor

Application Members Incomes Assets Expenses Additional Occupants Documents Signed Documents Errors & Alerts (0) Notes Audit

Correspondence **All Verifications**

Search:

Member	Relationship	Verification Type	Description	Status	Level	Date	Date Sent		
Colleen Smith	Head of Household	Member		Not Started				View Details	Upload Document

[Add Note](#)

- Submit to Voyager
- Save
- More
- Calculate Rent to Income Ratio
- Change Property
- Change Status
- Change Unit
- Delete Application
- Manage Certification Signature Documents
- Manage Verification Letters**
- Move Applicant to Workflow
- Print Data Dictionary
- Return to Dashboard
- View Audit Log Report
- View Certification
- View Income Calculation Worksheet

[Save Date Received](#) [View All Saved Letters](#)

- 1) Select a letter from the drop-down list in the Letter column.
- 2) In the Search column, look up a correspondent code by typing at least three letters of the Correspondent description and clicking the magnifying glass.
- 3) Select the Correspondent from the drop-down list. (The person you want to send the letter to is the Correspondent.)
- 4) To add a new Correspondent, click on the green plus sign. (This new Correspondent can be associated with a Company, Property List or individual Property.)
- 5) Click the Print button. (This will populate the Date Sent column.)

Add Row	Member	Type	Source	Letter	Search	Correspondent	Delivery Method	Date Sent	Show To User	View
	Colleen Smith	Member	none	Select an Option	<input type="text"/>		NA		<input type="checkbox"/>	
	Colleen Smith	Expense		Select an Option	<input type="text"/>		NA		<input type="checkbox"/>	
	Colleen Smith	Asset	Wells Fargo	Select an Option	<input type="text"/>		NA		<input type="checkbox"/>	
	Colleen Smith	Asset	Wells Fargo	59assets-Asset Verification Letter 59	<input type="text"/>		NA		<input type="checkbox"/>	
	Colleen Smith	Income	Roswell Florist	tcassets-Asset Verification Letter TC	<input type="text"/>		NA		<input type="checkbox"/>	
	Colleen Smith	Income	Mother	59banking-Banking Account Verification 59	<input type="text"/>		NA		<input type="checkbox"/>	
	Colleen Smith	Income	Georgia State	tcbanking-Banking Account Verification TC	<input type="text"/>		NA		<input type="checkbox"/>	
	Richard Smith	Member	none	TCpropown-Real Property Owned TC	<input type="text"/>		NA		<input type="checkbox"/>	
				TCunder_5k-Assets Under 5000\$ Self Affidavit TC	<input type="text"/>		NA		<input type="checkbox"/>	

Income Verification Example

In this example, we will use pay stubs for income verification.

1. For the income you want to verify, click **View Details**.
2. Click **Add New Verification–Income**.
3. To record paystubs for your applicant,
4. Under **How did you verify the income information**, select **3rd Party Documents**.
5. Under **How was the income certified**, select **Pay Stubs**.
6. Add four different pay stub amounts and the frequency paid.

If your organization requires multiple verification sources, Site Manager can add multiple verification items and select the item you want to send to Voyager.

7. To determine which verification source is submitted to Voyager, select the **Use This Verification Source** check box for your selected verification record to identify the source that you want submitted to Voyager. When this check box is selected, **Yes** appears in the **Active** column on the verification details screen.

Completing a verification updates the message in the top part of the screen.

Verification Details x

Member Name: Katherine Tapper

Income Description: Target, Yearly Income: \$15,600.00

No verifications exist for this Income

[Add New Verification](#)

Add New Verification

Use This Verification Source

See File Copy for Calculation

HUD Income Type Other Wage ▾

How did you verify the income information? 3rd Party Documents ▾

How was the income certified? Pay Stubs ▾

Check 1	Check 2	Check 3	Check 4
\$300.00	\$300.00	\$300.00	\$300.00
Check 5	Check 6	Check 7	Check 8
\$0.00	0.00	0.00	0.00
Check 9	Check 10	Check 11	Check 12
0.00	0.00	0.00	0.00
Check 13	Check 14	Check 15	Check 16
0.00	0.00	0.00	0.00

Check Average Frequency Annual Income

\$300.0000 Weekly ▾ \$15,600.00

Notes //

Asset Verification Example

In this example, we will verify an asset that earns interest.

1. Display the **All Verifications** tab and click **View Details**.
2. Click **Add New Verification–Assets**. You can enter up to six months of balances and corresponding interest rates.

NOTE: If no interest was earned for any given month, enter **0** and select **Include Zero Dollar Amounts in Calculation**. RENTCafé will include the zero amount when totaling annual income for the asset.

3. If you are using more than one source for these verifications, select the **Use This Verification Source** check box for your selected verification record to identify the source that you want submitted to Voyager. When this check box is selected, **Yes** appears in the **Active** column on the verification details screen.

Completing a verification updates the message in the top part of the screen.

Verification Details ✕

Member Name: Colleen Smith
 Asset Name: Wells Fargo, Market Value: \$160.00
 No verifications exist for this Asset

[Add New Verification](#)

Add New Verification ✕

Use This Verification Source

How did you verify the asset information? 3rd Party Documents ▼

How was the asset value certified? Interest Rates ▼

Include Zero Dollar Amounts in Calculation

Amount 1	Interest Rate Percent 1	Amount 2	Interest Rate Percent 2
<input type="text" value="\$160.00"/>	<input type="text" value="1.0000"/>	<input type="text" value="\$160.00"/>	<input type="text" value="1.0000"/>
Amount 3	Interest Rate Percent 3	Amount 4	Interest Rate Percent 4
<input type="text" value="\$160.00"/>	<input type="text" value="1.0000"/>	<input type="text" value="\$160.00"/>	<input type="text" value="1.0000"/>
Amount 5	Interest Rate Percent 5	Amount 6	Interest Rate Percent 6
<input type="text" value="\$160.00"/>	<input type="text" value="1.0000"/>	<input type="text" value="\$0.00"/>	<input type="text" value="0.0000"/>

Total Annual Income
\$1.11

Notes ▾

Submission to Voyager

When the application has been reviewed or verified and you are ready to add the applicant to the waiting list, click **Submit to Waiting List**.

Household Page

Submit to Waiting List
Save
More

Prospect Code Tenant Code: p0012227	Created Date: 12/14/2018	Last Updated Date: 12/14/2018
Household Name: Gresham, Julio (1)	Current Status: Pending	Property / Unit: Ashwood Gardens / WAIT2 (2 Bedrooms)
SSN: ***.**.9999	Total Applicant Entered Income: \$14,400.00	Current Rent: \$600.00
User Name: kvtestcafe+julio@gmail.com	Language: English	Request Type: Waiting List Application

The date and time the applicant completed the online application appears in the **Date Placed on Waitlist** and **Time Placed on Waitlist** fields during submissions. Depending upon the project type, additional fields also appear.

Submit to Waiting List
✕

Date Placed on Waitlist*

Time Placed on Waitlist*

Income Limit

236/RAP Eligibility

Estimated Percent of AMGI

Submit to Waiting List
Cancel

Household Page

Submit as Move In Cert
Resubmit Documents to Voyager
Save
More

▲ Follow Up Required

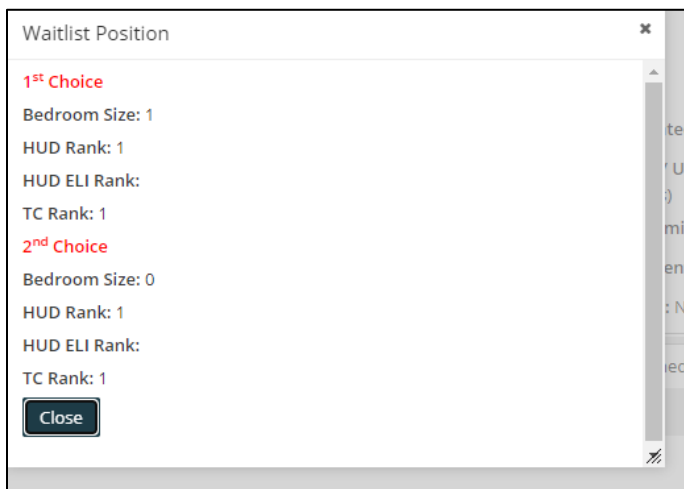
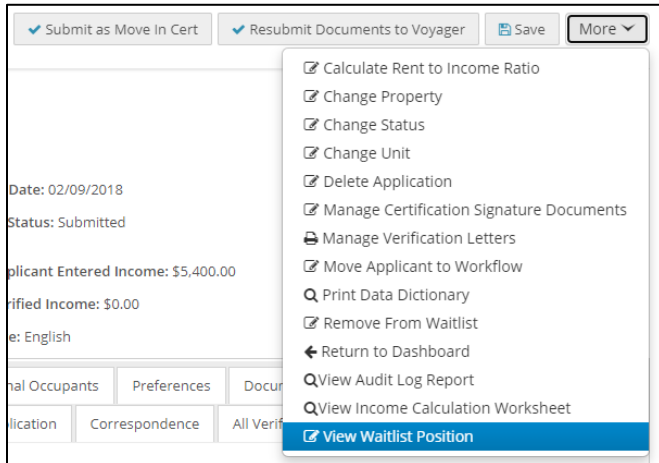
Submitted to Voyager Waiting List

Prospect Code Tenant Code: p0011046	Created Date: 02/09/2018	Last Updated Date: 03/04/2020
Household Name: Smith, Ivette (1)	Current Status: Submitted	Property / Unit: Ashwood Gardens / WAIT2 (2 Bedrooms)
Registration Code:	Total Applicant Entered Income: \$5,400.00	Income Limit: 0
SSN: 352-02-0000	Total Verified Income: \$0.00	Current Rent: \$540.00
Preferred Move-In Date:	Language: English	Screening: Not Completed

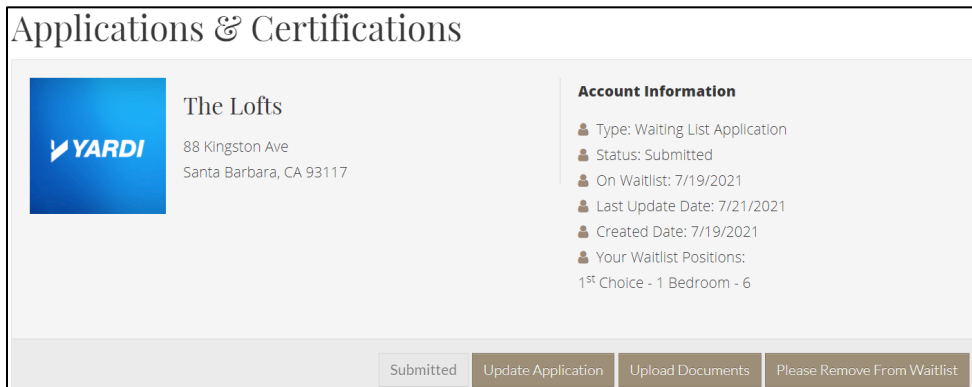
Viewing Applicant Waiting List Positions

Although you do not manage waiting lists in Site Manager, Site Manager users can view an applicant’s waiting list position on the **Household Page** in Site Manager.

To view an applicant’s position on the waiting list: click the **More** button and select **View Waitlist Position**.



Applicants can also log on to the applicant portal and see their position on the waiting list.

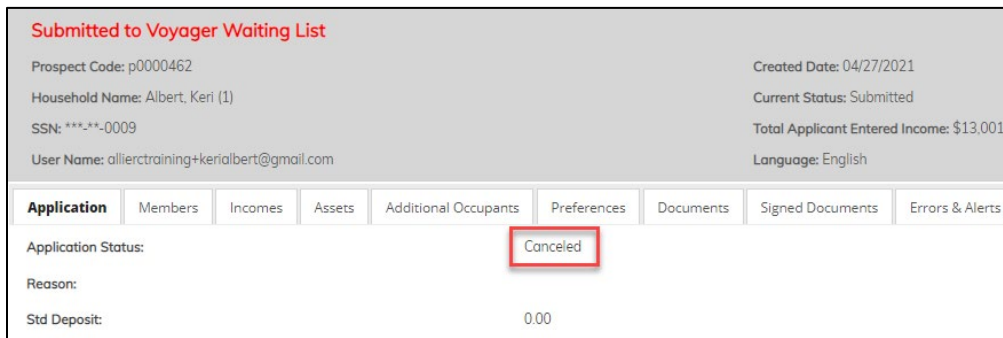
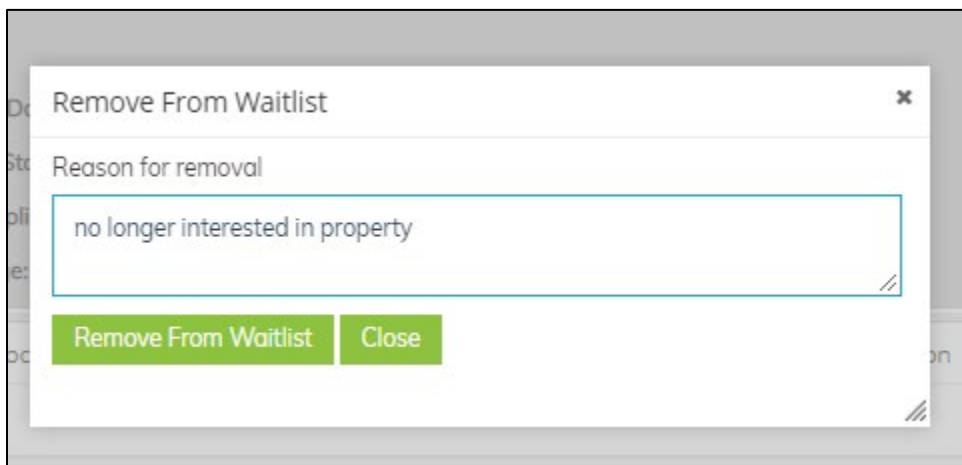
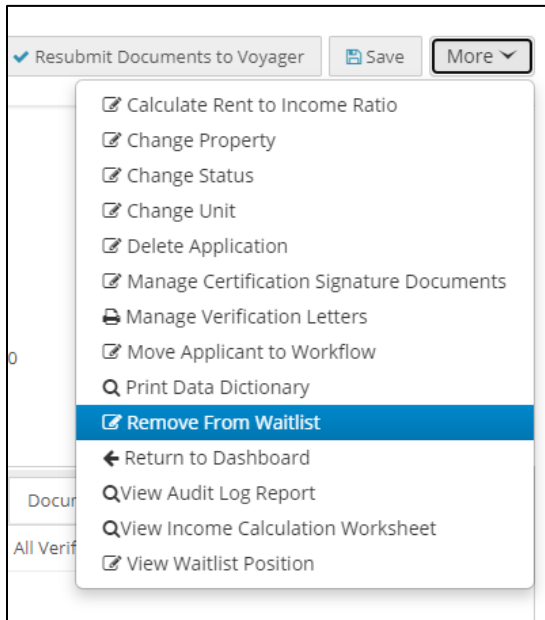


Removing Applicants from a Waiting List

Removing an applicant from a property’s waiting list cancels the applicant’s waiting list application and updates the applicant’s waiting list contact log in Voyager.

NOTE: RENTCafé Affordable Housing also has a setting that allows applicants to log on to the applicant portal and request to be removed from the waiting list.

To remove an applicant from a property’s waiting list: click the **More** button and select **Remove from Waitlist**.



Move-In Steps for Waiting List Applicants

When the application has moved to the top of the waiting list and an apartment has become available, the property staff needs to offer the apartment in Voyager.

From the applicant's guest card in Voyager, select **Waiting List** and add the **Unit Offered** contact type to the applicant's waiting list contact log.

The applicant can now log on to the applicant portal and apply for a move-in certification.

The applicant now has two applications in Site Manager: an application for the waiting list and an application for the move-in certification. The onsite team can now process the move-in certification application. For more information, review the leading practice workflow for move-ins.

Waiting List

Name:

Address:

City, State, Zip:

Office Telephone:

Home Phone:

First Choice:

Second Choice:

Third Choice:

Household Size:

Annual Income:

Comment:

Property Waiting Lists For This Prospect

[lofts59](#)

Contact Log
50059
Demographics
Preferences
Additional Properties
Position

Contact Date:

Contact Time:

Type of Contact:

Comment:

Edit	Date	Time	Type of Contact	Comment	Status	#
<input type="checkbox"/>	05/03/2021	8:00 AM	Update	Applicant's info mailed to Applicant	On List	all
<input type="checkbox"/>	10/02/2020	8:00 AM	New Application	Applied as Paige Gilmore. 1st Choice-2 BR, 2nd Choice-1 BR	On List	all

Applications & Certifications

The Lofts
88 Kingston Ave
Santa Barbara, CA 93117

Account Information

- 👤 Type: Waiting List Application
- 👤 Status: Submitted
- 👤 On Waitlist: 7/21/2021
- 👤 Last Update Date: 7/21/2021
- 👤 Created Date: 7/19/2021
- 👤 Your Waitlist Positions:
1st Choice - 1 Bedroom - 6