

MANUAL

LEASING GUIDELINES

SHOWING APARTMENTS TO PROSPECTS



10.4 Showing Apartments to Prospects

Identification

Government picture identification is required of each person 18 years of age or older prior to touring the community or any apartment home.

- A current government issued picture ID is required. Driver's license, ID card, Passport or Visa is acceptable.
- One ID per person at or over the age of eighteen (18).
- The picture must match the prospect.
- Make a copy of ID and place it in a locking drawer in the office. Include the time of the tour and the apartment being viewed on the copy. The copy must be either returned to the prospect or shredded immediately after the tour.
- If a prospect questions the reason we require picture identification, explain to them every guest that tours the community is required to provide proof of their identity. Since it is required of every guest, we are unable to make exceptions to this rule or we are in violation of Fair Housing requirements.
- Any prospect refusing to show proper identification will be unable to view the apartment at that time. Attempt to set an appointment at a time that is convenient for them to return to the community when they will present identification. Log this type of information on the comment section of the guest card.
- Upon leaving the office to show a prospect, notify another team member so they know what apartments you are showing.
- In accordance with the Company's "Open Door Policy" when touring, remember to take the Company wedge to hold the door open of the apartment(s) being viewed while inside.
- No prospects are to be allowed to tour themselves or enter an apartment at any time without a signed lease and rent paid.

Safety Guidelines When Showing Apartments

- Notify someone in the office or service team of which apartment you will be showing and who is with you. "Dan, I am taking Mr. Smith to see apartment 204. I will be back soon." If you are alone at the community – fake it – pretend to contact someone.
- Always take the two-way radio with you (even if you are working by yourself).
- If in doubt - request that someone in the office or service team go on the tour with you or that they meet you at the apartment. "Dan, I am going to apartment 204 with Mr. Smith, can you meet us there and check the kitchen light? It has been acting up."
- Have a code phrase that is known to everyone on staff to say I need immediate help. "The Smith's cat is out again."
- Should a client enter the clubhouse and show signs of being intoxicated or other erratic behavior, please explain that the model is currently being cleaned and make an appointment to reschedule the



- Prop the door open with the company **Open Door Policy** wedge.
- Place yourself between the client and the front door. Allow the client to enter each room first and stay close to the door of each room. This keeps you closest to the front door and also makes the room appear larger.
- **Never** walk into a closet or bathroom before the client. Allow the client to enter the area while you stay at the door. This protects you while making the area more spacious.
- Allow the client to lead the tour, invite them to open cabinets, drawers, and doors.
- At any point, if you feel uncomfortable while touring a client, contact someone on the two-way radio and use the emergency code phrase.
- Remember – Safety first!