

ANNOUNCEMENTS

7/08/16

HUMAN RESOURCES

Congrats: Congratulations to Georgia Eatherton from Siena Baseline who won the drawing for one of the 1st Managers to get all of her reviews turned in!!

SYSTEMS

Rental Criteria Documents: The PB Bell Applicant Qualifying Criteria document has been emailed and is effective 7/1/16 for ALL properties. This document summarizes the PB Bell application process, and the areas that are considered for application approval. The new PB Bell criteria document should be used in place of all previous property specific rental criteria documents going forward.

Co-Signor Income Requirement: The Co-Signor Income Requirement is being adjusted to four (4) times the monthly rent amount, rather than the previous five (5) times the monthly rent amount. This will be updated for all properties screening settings, and is reflective on the new PB Bell Applicant Qualifying document mentioned above, which can also be found on the PBB Employee Portal.

Collection Balance Criteria: The "maximum balance of unpaid collections" allowed has been increased from \$1,000 to \$5,000 to allow for higher collection balances to be considered for approval. This change went into effect on Wednesday 7/6/16. A revised Applicant Qualifying Criteria policy has been updated on the Policies and Procedures section of the PBB Employee Portal.

Sure Deposit and On-Site Integration: The integration between Sure Deposit and On-Site is completed and you should now see the Bond Option button on the Lease Summary screen for each applicant at your community (if your community participates in the Sure Deposit program). If you do not see this button listed, please submit a PBB Help Desk ticket under the Applicant Screening category.

TRAINING

Webinar: A Sure Deposit Webinar has been added to July's training calendar. July 26th beginning at 1 pm. Please sign up through PBB University - "Sure Deposit and Surety Bonds".



J Turner Red Alerts: Everyone is doing such a great job! Just a reminder that before you clear those alerts, you must document your response and who sent it! Resident Surveys with scores lower than 7 will result in an alert which is sent to the management team. In addition, there are certain words that will also result in an "alert".

There are a lot of high scores on the JTurner Dashboard. Many of you are sending a note of appreciation or a thank you to the residents that took the time to show their appreciation for what we do! Great way to end your day!

Bell Behaviors

#10 Have fun and lighten up.

(When there is panic, handle it with a smile and refer back to #9.)