SCREENING SYSTEM STARTER PACK

What to Collect and When Workflow

The fifteen stages, and what to collect at each one

Starter Pack: Internal | **Physical Binder Approved**

Starter Pack document 09 | Version 1.0 | Date issued: _____

Recommended workflow, adaptable to your existing tools. No specific software is required.

1	**Define written requirements** Write the standards for this property before it is advertised.	Docs 10, 11, 01
2	**Advertise the property** Describe the unit accurately and state how to apply.	Doc 01
3	**Respond to initial inquiries** Answer every inquiry the same way and share the next step.	Doc 01
4	**Provide the application instructions** Give each applicant the requirements, the form, and how to submit.	Docs 01, 03
5	**Receive the application and required information** Collect the completed form and only the information required.	Doc 02
6	**Confirm completeness** Check every required item is present before review begins.	Doc 04
7	**Request missing information or clarification** Ask for what is missing in writing, with a deadline.	Doc 04
8	**Obtain required consent** Record consent before any reference, verification, or check.	Docs 08, 11
9	**Verify relevant information** Confirm income and rental history against the written standard.	Doc 03
10	**Review references and credit information where lawful** Gather factual reference and credit information with consent.	Docs 05, 06
11	**Apply the written standards consistently** Compare the evidence to the standards in the same order for every applicant.	Doc 07
12	**Record the decision** Write down the decision, the standards applied, and the evidence.	Doc 07
13	**Communicate the outcome** Tell each applicant the outcome in neutral, accurate words.	Doc 07
14	**Complete lease-up** Move the approved applicant to lease signing and move-in.	Doc 09
15	**Secure, retain, or destroy information** Keep what you must, protect it, and destroy the rest on schedule.	Doc 08

Gold stages are checkpoints. Do not contact references or run checks until consent is recorded (stage 8). Do not tell an applicant the outcome until the decision is recorded (stage 12). *Recommended workflow, adaptable to your existing tools.*

LANDLORD TRAINING INSTITUTE

What to collect and when

When	Collect	Do not collect	Where it goes
Before advertising	Nothing from applicants	Anything	Written standards in the binder
Inquiry	Name and contact details	Age, family, origin, health, or any protected characteristic	Inquiry folder or contact list
Application	Application form and items required to submit	SIN or SSN, banking logins, ID copies, medical information	Secure applicant folder
Consent	Signed consent for each planned check	Consent assumed from public information	Secure applicant folder
Verification	Only documents your standard needs; confirmations	More statements or documents than the standard requires	Secure applicant folder; worksheets
References and credit	Factual answers; credit summary where lawful	Social media searches; full credit report in the binder	Secure applicant folder
Decision	No new information	Opinions unrelated to the written standard	Decision record, secure folder
Lease-up	Lease, deposit, and move-in details permitted locally	Fees or deposits not permitted locally	Tenant file
After the decision	Nothing new	Records kept with no stated reason	Retain or destroy per your retention schedule

Stage details

#	Stage	Person responsible	Expected output	Common mistake
1	Define written requirements	Owner or decision owner	Approved written requirements and a dated standards document.	Deciding standards after seeing an applicant.
2	Advertise the property	Owner or leasing contact	Published listing that points to the application instructions.	Listing preferences about who should live there instead of facts about the unit.
3	Respond to initial inquiries	Leasing contact	The same written response and requirements sent to every inquirer.	Answering some inquirers differently, or asking personal questions early.
4	Provide the application instructions	Leasing contact	Applicant has the requirements page, application form, and document instructions.	Sending different instructions to different applicants.
5	Receive the application and required information	Leasing contact	Application logged with the date received.	Accepting sensitive documents by email or text.
6	Confirm completeness	Reviewer	Completeness status recorded.	Reviewing incomplete applications for some applicants but not others.

#	Stage	Person responsible	Expected output	Common mistake
7	Request missing information or clarification	Reviewer	Written request and response recorded.	Asking verbally and not recording it.
8	Obtain required consent	Reviewer	Dated consent record covering each check.	Calling references before consent is recorded.
9	Verify relevant information	Reviewer	Completed verification worksheets.	Collecting more documents than the standard needs.
10	Review references and credit information where lawful	Reviewer or decision owner	Reference call records and credit review record.	Treating opinions as facts, or filing full credit reports in the binder.
11	Apply the written standards consistently	Decision owner	Review summary and decision worksheet; any exception logged.	Making exceptions without writing down why.
12	Record the decision	Decision owner	Signed Application Decision Record.	Telling the applicant before the decision is recorded.
13	Communicate the outcome	Leasing contact	Outcome message sent and recorded.	Giving a vague, false, or partial reason.
14	Complete lease-up	Owner or leasing contact	Signed lease and move-in completed.	Collecting deposits or fees not permitted locally.
15	Secure, retain, or destroy information	Owner	Retention and destruction log updated.	Keeping every application forever, or in the binder.

LANDLORD TRAINING INSTITUTE