



## !!FIX YOUR COMPLIANCE ALERT RIGHT NOW!!

Repeated Compliance Alerts are not a good thing. There are only three possible excuses:

*"I don't know how to do it - please train me more."*

### PAST DUE MOVE OUT

#### What is the Compliance Alert?

A resident on Notice or under Eviction status was scheduled to move out on a previous date and has not.

#### Why did I receive this Alert?

Move-outs should be posted same day as possession of the apartment is returned to the property. Move Outs not posted for a previous date are considered out of compliance.

**NOTE:** Redbot gives a 7-day grace period from the date of scheduled move out before giving a compliance alert.

#### How do I resolve the Alert today?

From the Dashboard: Resident Activity, click the hyperlinked number next to Move Out and complete 1 of 4 solutions:

1. Post the move-out, if the resident has moved out (see blue arrow)
2. Adjust the move-out date, if it not showing correctly (see green arrow)
3. Cancel the notice if applicant canceled their move-out (see yellow arrow)
4. Cancel the Eviction if the resident has paid and stayed (see red arrow)

Calendar   Move Out - 08/25/2021   Person Search							
Move Out Date ▲	Unit	Resident	Status	Move Out	Adjust Dates	Cancel Notice	Cancel Evict
08/17/2021	<a href="#">3107</a>	<a href="#">Wendy Moran</a>	Notice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
08/20/2021	<a href="#">1307</a>	<a href="#">Joseph Goodson</a>	Notice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
08/21/2021	<a href="#">1117</a>	<a href="#">Kia Spitzner</a>	Notice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
08/21/2021	<a href="#">3305</a>	<a href="#">Shawnta Gray</a>	Notice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### How do I make sure I never get this Alert again?

Monitor your Alerts, under Resident Activity, every day. By day's end, the hyperlink number for Move Out should always show zero.