**Application Process started**

**SUBJECT: USER REGISTRATION CONFIRMATION (DONE)**

Notification: Hello (first name , and last name )! You’re doing it! You’ve taken those first steps toward your new life at Sanctuary Doral! We noticed you started the process, and we just wanted to let you know we are here to help you with any questions about completing your application. Call, email us, or send us a text we are here to help. Here’s the thing. You only have 3 days to complete the application or you will lose the progress you’ve made, and pricing and availability is subject to change.

We look forward to welcoming you home to your new community!

(Insert Link to Account)

Username: (InsertUsername)

(attach Quote)

Sanctuary Doral

(786)648-7634 (Click to Call)

9400 NW 41st

Doral fl 33178

[info@sanctuarydoral.com](mailto:info@sanctuarydoral.com) (CLICK TO EMAIL)

**24 hours after prospect starts application but has not completed it**

**SUBJECT: FRIENDLY REMINDER TO FINISH APPLICATION**

Notification: Hey (first name)! We notice you haven’t finished your application so we wanted to give you a quick heads up because the clock is ticking! Remember, if you don’t finish the application process before time is up you will lose the information you’ve completed till this point. And as always, we are readily available to help in any way we can. Call us. Email us. Send a text. We’re here! We’ve provided a link so you can easily log in and finish. We can’t wait to welcome you into Sanctuary Doral.

(Insert Link to Account)

Username: (InsertUsername)

(attach Quote)

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**48 hours after prospect starts application but has not completed it-**

**SUBJECT: COMPLETE YOUR SANCTUARY APPLICATION**

Notification: Hey (first name)! You haven’t yet completed the application and all the progress you’ve made will be lost in a matter of hours! It won’t take long to complete, and we’re here to answer any questions. This is important! This is the opportunity of a lifetime to live the lifestyle you’ve always wanted in a place you’ve always dreamed of.

(Insert Link to Account)

Username: (InsertUsername)

(attach Quote)

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**72 hours after (the 3rd day) start application but has not been completed it:**

**SUBJECT: FINAL REMINDER TO COMPLETE APPLICATION**

Notification: Ok, (first name). So we are out of time and your application is no longer valid, and your unit is no longer reserved. But that’s ok. If you are still eager to pursue a chance to join our community, you can. It’s just a matter of starting the application process over. It’s not a big deal. In fact, it’s quite simple. But if you need any help, or you have any questions, we’re here as always. You need only call, email or text. Today’s a good day for a fresh start. So start over, complete the applications, and begin your new chapter at Sanctuary Doral.

(Insert Link to online LEasing Portal Homepage)

(MATT, do they get to keep their first username? if so it would be good to insert username and let them know they can login using it again.

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**Application Completed but waiting on CO- APPLICANT**

**SUBJECT: Sanctuary Application awaiting Co Applicant**

Notification: Here we go, (first name)! You are on your way to living your best life at your new Sanctuary Doral home. But we noticed you have not submitted your application because you are awaiting completion by others. So simply make sure that all applicants and guarantor (s), if applicable, complete their applications, pay the application fee, and submit the completed forms within three days to avoid losing all your information and your desired unit. We’re so close! Let us know if you need any help or have any questions. Call, text or email us anytime.

(Insert Link to Account)

Username: (InsertUsername)

(attach Quote)

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**Prospect Portal Signing Completed for application agreement and rental qualifications (first step credit check)**

**Subject: Payment Confirmation , Application agreement and Rental Qualifications**

EMAIL: It’s all happening, (first name)! You’ve submitted the required information for your credit check and accepted the “Application Agreement & Rental Qualifications” document in the prospect portal. We’ve attached documents for your review. Please contact us with any questions.

PAYMENT INFORMATION

Payment confirmation # ( insert confirmation.

Payment account: Sample :Visa xxxx-2311

Payment date:

Payment amount: amount

Service fee: add service fee

Application fees are non refundable, even if the application is denied except to the extent otherwise required by applicable law

In meantime, if you have any questions about the application process please contact us

(ATTACH APPLICATION AGREEMENT & RENTAL QUALIFICATIONS)

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**Prospect Portal Signing Completed for Rules and Policies (second step Background Check)**

**Subject: your Sanctuary Rental Application and Rules and Policies**

Dear (first and last name)

Thank you for submitting your application to sanctuary Doral. We are excited that you are interested in joining our community. This email confirms we have received your online application fees payment, please save this email for your personal records.

PAYMENT INFORMATION

Payment confirmation # ( insert confirmation.

Payment account: Sample :Visa xxxx-2311

Payment date:

Payment amount: amount

Service fee: add service fee

\*The service fee is collected by the payment agent not the property management company and will not display your ledger. Service fee is non Refundable.

Application fees are non refundable, even if the application is denied except to the extent otherwise required by applicable law

In meantime, if you have any questions about the application process please contact us at (insert telephone number)

(ATTACH application and rules and polices)

(insert link to edit your online application)

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**Credit and Background Check APPROVED,**

If Approved

Subject: Sanctuary application Approved

**Notification**: Good news! You’re in! This is a champagne popping moment! Welcome to your new community and your new lifestyle. Your next step is to pay the Administration fee of $350.00 to ensure your unit is reserved until you move-in. Once you process your Administration fee payment, you will be sent your lease.

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**Credit and Background Check DENIED**

**SUBJECT: Santuary application denied.**

**Notification**: Unfortunately your application has been denied. If your situation changes in the future, we would love the opportunity to welcome you into our community.

If you have any questions, just call or email us.

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**Credit and Background Check CONDITIONALLY APPROVED**

**Subject: Sanctuary application conditionally approved**

**Notification**: Your application has been approved. Sort of. There are some conditions. Just call or email us so we can assist you in getting your application approved. We’re excited about having you join our community!

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**Forgot Password**

**Subject: Forgot Password**

**Notification:** Dear (First name, last name)

At your request we have reset your password, please click the link below. Which will prompt you to create a new password.

Reset password (ADD LINK HERE)

Your account security is important to us, if any of the above information is inaccurate please contact us using the information below.

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**Payment Confirmation:**

**Subject: Sanctuary Payment Confirmation**

**Notification** Dear: (First name, Last name) this email confirmation is a notice that you have submitted a payment in the resident portal, this is not a confirmation that the payment has been processed at your bank. It may take 2-3 days before the funds have been debited from you account. Please review the payment information below and keep this email for your personal records

PAYMENT INFORMATION

Payment confirmation # ( insert confirmation.

Payment account: Sample :Visa xxxx-2311

Payment date:

Payment amount: amount

Service fee: add service fee

Payment total:

\*The service fee is collected by the payment agent not the property management company and will not display your ledger. Service fee is non Refundable.

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**DISCUSS WITH MATT**

**User Registration Confirmation:**

**Subject: Registration Confirmation**

Dear (First name, last name) Thank you for registering on Sanctuary Dorals portal! Your account has been successfully created (Username):

(Insert link to access application once again)

SIGNATURE : Sanctuary Doral

9400 NW 41st

Doral fl 33178

[info@sanctuarydoral.com](mailto:info@sanctuarydoral.com) (CLICK TO EMAIL)

**DISCUSS WITH MATT.**

**After Prospect tours the property and NO QUOTE GIVEN:**

**Subject: thank you for visiting Sanctuary Doral**

NOTIFICATION: Thanks for checking out our community! We are thrilled you had the chance to experience some of the things that make life at Sanctuary Doral great. Now simply visit our website to start the process of renting your own place. Just click here to get started! If you have already registered, you only need to sign it with your User ID and password to continue your process. If we can assist you in any way, just call or email us.

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**DISCUSS WITH MATT.**

**After Prospect tours the property AND HAD QUOTE GIVEN:**

**SUBJECT: Thanks for Visiting Sanctuary, quote attached**

**Notification**: We want to personally thank you for visiting us and making Sanctuary one of your preferred choices for your next home. According to our records you have requested a quote for an apartment, please find the quote attached. Remember it will expire in three days, and prices and availability may vary. We recommend you act fast! We invite you to visit our website, start the simple process of renting your own place. To start follow the link herein. If you have already registered, you only need to sign it with your User ID and password to continue your process. If we can assist you in any way, please feel free to contact us via phone or email at \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

NOTIFICATION: Thanks for checking out our community! We are thrilled you had the chance to experience some of the things that make life at Sanctuary Doral great. According to our records, you have requested a quote for an apartment. Please find the quote attached. Keep in mind this quote expires in three days, and prices and availability may vary. We recommend you act fast! We invite you to visit our website to start the simple process of renting your own place. If you have already registered, you only need to sign in with your User ID and password to continue your process.

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**When tenant is sent lease:**

**Subject: Sanctuary Lease**

**Notification**: Thank you (First name) for completing the steps necessary to become a resident of Sanctuary Doral. Please find your lease in the link below. You have 5 days from the date you received this email to sign the Sanctuary Lease.If you have any questions, We are available anytime. Just call or email us.

Include link to lease.

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**After Tenant Executes Lease:**

**Subject: Executed Sanctuary Lease**

**Notification**: Congratulations (First name) ! You are at the doorstep of a new life here at Sanctuary Doral. It’s official! You are now a Tenant of a community created with you in mind. For your convenience, we have provided a link with your lease documents. We have also included a link with a printable version of your Pre-Move-in checklist, which was prepared to make your moving process simple and efficient. We encourage you to print and carefully review the checklist. Be sure to complete each step. We will be sending you your final quote shortly. **Talk to matt about: if you are interested in bonding your security deposit and reducing your Move-in expenses, please contact our friendly agents. If you have any questions. We are available anytime**. Just call or email us.

Include link for pre move in checklist,

Include link with lease

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(**Talk to matt about: DO they have access to the portal to upload the move in checklist docs)**

**Payment method Updated:**

**Subject: Payment Method Updated**

Dear (First name, Last name)

This email confirms your addition of a (new bank account) (credit card) (debit card) to your profile, to review the account information please login to your account. (Add link to portal)

Please keep this email for your personal records.

Your account security is important to us if you find that any of the above is inaccurate or you did you not authorize this account addition please contact us immediately.

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**Friendly Reminder Rent is Due:**

**Subject: Friendly Reminder Rent is Due.**

Dear (First name, Last name)

Happy 1st of the month! This is a friendly reminder that today, the 1st of the month, rent is due. Please keep in mind that you have until the 3rd of the month to pay rent without accruing a late fee. If you have any questions or concerns in regard to your amount due, please do not hesitate to reach out to us. 

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**Friendly Reminder Rent is Due:**

**Subject: Friendly Rent Reminder:**

Dear (First name, Last name)

This is a friendly reminder that today, the 2nd of the month, rent is due. Please keep in mind that you have until the 3rd of the month to pay rent without accruing a late fee. If you have any questions or concerns in regard to your amount due, please do not hesitate to reach out to us.

Thank you,

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[info@sanctuarydoral.com](mailto:info@sanctuarydoral.com) (CLICK TO EMAIL)

**Last Day Rent:**

**Subject: Last Day Rent Due**

Dear (First name, Last name)

This is a friendly reminder that today is the last day to pay rent without accruing a late fee. If you have already paid your rent, we thank you. If you have any questions or concerns in regard to your amount due, please do not hesitate to reach out to us.  

Thank you,

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**Smoking Rules:**

**Subject: Your health matters**

Please note that this is a smoke free community which means that smoking and any other smoke generating products are strictly prohibited. These rules are in effort to keep our community free from disturbances that may interfere with the health, safety and welfare of the residents of our community and their guests. Keep in mind fines will be issued per each violation.

Thank you,

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**Post move in Follow up (survey how was your experience with Shoma Management)talk to matt: after your tour, 10 days after move in, 6 months after your move in date and every 6 months there after.**

It’s so great to have you home. It’s been a while since you moved in, so we just wanted to check in. How was your move in? How are you liking your new neighborhood?  Click here and give us the scoop!

Thank you,

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**Birthdays (this email will have a different birthday balloon template)**

**Subject: Happy Birthday from Sanctuary**

Hey (First name )

Did you think for one second we would forget your birthday? Of course not. We care about our residents, and wish you many blessing of health, success and happiness!

Happy Birthday! Make it great!

Sincerely ,

Your friends at Sanctuary Doral

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**Lease Renewals**

**Subject: Lease Renewal (talk to MATT)**

Dear (First Name)

We are so happy you are staying with us! We’re looking forward to another year of having you around. We’ve attached your lease renewal for your records. Welcome home again!

Thank you,

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**Lease Modified:**

**Subject: Modification to Sanctuary Lease**

Dear (First Name)

Here’s your new lease with the modification

(Attach modified lease).

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**Work order received (talk to Matt)**

**Subject: your work order**

Hey (First name)!

Just a heads up that we received your work order and we are on it! Your sanctuary is our sanctuary so you can count on us to move fast! So hang in there, things are happening!

Your Sanctuary Fix It Crew

Sanctuary Doral

(786)648-7634 (Click to Call)

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**Work order update (once staff has input notes into system)**

**Subject: Work order update**

Hello again (First Name)!

Just an update on your work order. We are aware of your issue and it has been assigned to the right experts! We’ll keep you posted on progress!

Your Sanctuary Fix It Crew

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**Work order pending further**

Hi (First Name)

We wanted to let you know we are still reviewing your situation. We may be waiting on a part. But, we’re getting it handled so hang in there!.

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**Work order completed**

Hey good news! You’re good to go! You told us about the problem with the thing. We fixed the thing. We strive to keep your sanctuary humming. So let us know if you have any more issues. Until then, enjoy you day!

Your Sanctuary Fix It Crew

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**(DISCUSS WITH MATT are these Calendly notificiations )**

**Premove in Appointment:**

**Subject: Sanctuary Pre Move in Appointment**

**Notification:** We are excited to get you ready for your move and are confirming your appointment for \_\_\_\_\_\_\_\_\_\_\_\_\_\_ at \_\_\_\_\_\_\_\_\_\_. Please remember that every resident including your pet requires to be present to complete your Pre-move-in procedures. If you have not already uploaded your insurance binder, kindly bring it to your appointment together with the proof of your FPL set-up. We also need to make sure all of your pets vaccination records are in your file, so if you have not already uploaded your pet’s documentation, please make sure to bring them with you. Lastly, if you have not uploaded your vehicle registration or it has changed, please bring it with you, as verification will be required to get your car decal. For your convenience, we are including a link to your Move-in procedures. Lastly, we understand things come up from time to time, so if you need to cancel or change your appointment, please use the link below. Should we tell them how much of their time this is going to take so they can plan ahead?

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**(DISCUSS WITH MATT are these Calendly notificiations )**

**Appointment with Agent:**

If appointment is made by prospect/tenant

**Notification**: We received your request to meet with one of our friendly representatives. We hereby confirm your appointment for \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ at \_\_\_\_\_\_\_\_\_. (Is the confirmation of the appointment automatic? If not then there should be 2 notifications regarding appointments. 1) your request has been received we will confirm shortly. 2.) Your appt is confirmed) If you are unable to meet at the scheduled date/time, kindly cancel or change using the link below.

SIGNATURE : Sanctuary Doral

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**(DISCUSS WITH MATT are these Calendly notificiations )**

**Appointment is made by Agent or call Center:**

**Notification**: We are confirming your appointment for \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ at \_\_\_\_\_\_\_. (Please refer to my comment above) We understand that things come up from time to time, so if you need to cancel or change your appointment, please use the link below.

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**(DISCUSS WITH MATT are these Calendly notificiations )**

**Hard Hat Tour Appointment:**

**Notification:** We received your request for a hard-hat tour. We hereby confirm your appointment for \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ at \_\_\_\_\_\_\_\_. Please remember our community is still in progress. As such, to comply with our insurance requirements we kindly request that you complete the attached form and bring it with you to your tour. (see form link herein). We will also need every visitor to wear a hard-hat during the tour. If you are unable to meet at the scheduled date/time, kindly cancel or change using the link below.

What type of shoes and clothing they should wear should be in body of email as well as tell them they need to bring a copy of their drivers license. Tell them we will provide hard hat and vest for them at property. We should probably print these out for the prospect at leasing office ourselves (in case prospect does not have a printer) The printing and getting these documents signed should be more of our responsibility than theirs. We want the process to be fun and easy for prospect. I think we should Attach it anyway if they would like to review before hand but in case they don’t review it a summary of the important points should be in body of email as mentioned above. (people don’t like to read)

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**Reoccurring payment failure- pending what to write**

**welcome email with helpful links- Pending Kathy**