

Showing Cheat Sheet

Application Process

Our application is based off a Five Star Score which is determined by your credit score, rental references, criminal background, and income verification. The goal is for a 700 + Five Star score to be straight approved.

1. *Consumer Credit Report* – We conduct a soft credit check where we will be looking at your credit score. There is not a minimum credit score needed since other application factors can help improve your overall score. (In house knowledge a 700 score is an approval mark)
2. *Rental References* – We call all the references you list on the application and will attempt for 2 days to receive the rental verification from that landlord. This is the usually the step that takes the longest in the application process.
3. *Criminal Background* – We will be checking each applicant to see if there is any concerning criminal background. Felonies in drug dealing, violence, and sex will bring the highest negative to your overall rubric if they occurred in the last 7 years. Although, felonies or misdemeanors in theft, destruction of property, weapons, or domestic violence will also count against you in the application process.
4. *Verify Income* – We will verify your gross household monthly income, which must be at least three times the monthly rent.

Frequently Asked Questions

1. What do utilities run?
 - Unfortunately, we do not know the average utility cost and this cost also varies depending on the personal usage. Once a resident switches the utilities into their name, the utility companies will not give out the information of the usage since it is private information at this point. You can always go to their website and conduct a Google search to try to gather more information in Idaho.
2. What utilities are the residents responsible for paying?
 - Check your external rental list under “Resident Pays”
3. Garage Remotes
 - This can be found in Rent Manager > Units > Type Address in Search Bar > Click User Defined Fields > Garage Remotes

We typically give a remote for each parking spot in the garage if it is an automatic. If it is a manual garage, there is usually no remote.
4. Who is responsible for landscaping?
 - Landscaping = Lawn Mowing (does not include watering or shoveling)

If management takes care of landscaping, it will be listed in the amenities “landscaping included”. If it is not listed in the amenities, you can assume the resident will be responsible. We also want to clarify they know they will be responsible for watering the lawn and shoveling. If there is a sprinkler system, Five Star will take care of the turn on and winterization. We will also set the sprinkler system up for the summer. It will be a hands-free job for the residents.

5. How many people can live in a home?
 - Pocatello fire code states two people per bedroom, plus 1 overall or 4 adults max
6. How is a bankruptcy going to affect my chances of getting approved?
 - To begin we need to ask them when they were granted the bankruptcy. If it occurred in the last 7 years it will bring a pretty big negative to their score. It is okay to let people know if they are telling you many negatives they have and not positives, that is might be hard to get approved with Five Star.
7. What if I do not have any credit or rental history?
 - Then it might be difficult to get straight approved. You may be offered a co-signer with the information you are giving me. Also, no credit vs bad credit are two completely different things. It is always a good idea to clarify if they say I have no credit.
8. How are the neighbors in this area?
 - We have great residents at Five Star Property Management. (if they keep asking this question, response = Unfortunately, I do not know much about these residents but Five Star rarely gets neighbor complaints.
9. Where do I park?
 - This is something you will have to judge at each property. Deon have marked spaces, Yellowstone is first come first serve.
10. What type of heating does the home have?
 - This will be listed under the amenities on the external rental list.
11. What is the lease length?
 - Our lease lengths vary between 10 to 14 months depending on property requirements, locations, and owner restrictions.
12. How do I apply
 - You can apply by visiting our website at rentfivestar.com or stopping by our office at 158 S Main St and filling out a paper application. You will need to bring your ID and proof of income. The proof of income just needs to be your most recent paystub or 3 months of consistent disbursements into a bank account. It can also be emailed screen shots or a hard copy. If they are an independent contractor, owner their own business, or a corporate account, they will need to turn in their tax returns from the previous year.
13. Who is in charge of what regarding maintenance?

- If the resident caused the problem, the resident is responsible for the fix. If it is a structural or material problem the owner will take care of the charge. Clogged garbage disposal - normally the resident's responsibility. Clogged Toilet or clogged drain due to hair build up – normally resident responsibility.
- 14. Smoking – Five Star properties are no smoking. If you smoke outside, please remember you need to be completely off the property to smoke. Smoking hookah, weed, or vaping are all not allowed.
- 15. Corporate Applications- corporate applications are different than residential applications. It is a \$75 application fee instead of \$35 application fee.
- 16. Appliances - When going through the kitchen I always point out appliances that are included. This is stated under the amenities on the external rental list. We never supply countertop microwaves and very rarely supply washer and dryers. The only case we supply washer and dryer is if the washer and dryer are stackable.
- 17. Air Conditioning - Many of our units do not have air conditioning. The answer will be listed in the amenities on the external rental list. We also do not supply window units in rentals. If you see one it is probably the current residents.
- 18. Availability Date- This is on the external rental list under estimated availability date.

Holding Fee

If you really like the home, we encourage you to place a holding fee. A holding fee is equal to one month's rent. You can think of the holding fee as the security deposit. We just technically can't call it a security deposit until you have been approved with us, therefore the term holding fee. The holding fee is first come, first serve. The holding fee holds the property for you until your application has been processed. We cancel all showings and do not accept any more applications on the property. The holding fee is non-refundable or transferable. The only reason a holding fee would be refunded, is if you were denied in our application process. Although, if you are approved, the holding fee automatically transfers into your security deposit. If you are approved and decide to not rent the unit, the holding fee would not be refunded.

Service Animal or Emotional Support Animal

If a prospect states they have a service animal or emotional support animal, they need to fill out our reasonable accommodation packet that they can get from our office or emailing us at contactus@rentfivestar.com. The reasonable accommodation packet needs to be filled out by them and their medical provider. Once it is completed and returned to Five Star, we will begin processing the service animal. If they have a letter that answers all of our questions, then they can attach that to the packet. Although, if the letter does not answer all of the questions in the packet, the packet needs to be completed by the medical provider.

Showing Occupied Properties

1. Begin by greeting the prospect, grabbing names, confirm they are here to look at (blank) address, and making sure they are wearing their mask before entering
2. Quickly give the prospects details about the house... price, bedroom, bathroom, utility info, estimated availability date
3. Always make the prospect aware they are entering an occupied property. Say this with confidence and just explain.... When Resident turns in a 30-day notice, we begin showing the property once a day. They have been given notice about this showing. Also, prospects need to remain with the showing agent the entire time. The only person permitted to touch anything in the unit is the Five Star showing agent, explain before entering that you are happy to open any closet, door, cupboard, etc. for them.
4. Only people who will be on the lease will be able to enter an occupied property, family, friends and even children cannot participate in the showing.
5. Leading the way, go through the home and highlight the special features, open closets and drawers since they won't feel comfortable doing so.
6. Take the resident back outside and go through their questions, application process, holding fee, and different options if they weren't a big fan of the home