



Large Property Management Firm Finding good neighbors

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Jennifer Faldalen, Credit Manager

Business Overview

A large property management firm in the Pacific Northwest has 62 properties comprising more than 10,000 apartments in 10 western states. With many years of experience in managing apartment complexes they understand the importance of making accurate and timely tenant decisions.

Business Challenge

In the past the responsibility of selecting new tenants for the 62 properties was largely in the hands of the many local property managers. Use of outside credit reporting services was inconsistent. “We wanted to centralize responsibility for ensuring that new tenants met our established standards,” confirms Jennifer Faldalen, Credit Manager. “To ensure quality results and that the process was being followed consistently across all properties we wanted to centralize credit checking and tenant screening.”

The new process requires that all tenant applications are faxed to the credit department. With a commitment to turn these requests around inside 48 hours, the credit department needed a partner that could provide fast response on credit checks and eviction history. “We examined the various credit checking and tenant screening services we were using and some additional services we found online, including OneCreditSource.com. We selected OneCreditSource.com because of their advanced customer support tools, the low up front costs, and their responsiveness to requests,” Faldalen added.

Results

A property management firm has a responsibility to owners and to neighbors to find the best tenants for their properties. Adding the OneCreditSource.com consumer credit check and tenant screening services to their tenant application process helps ensure that they can quickly make the best tenant decisions. “Finding tenants who consistently pay their rent on time, and make good neighbors is our challenge,” concludes Faldalen, “and OneCreditSource.com is a key resource in making this happen.”

- Faster turnaround on tenant applications
- Single process for handling applications drives consistency
- Simple user interface and predictable pricing for credit checking and tenant screening ensures adoption

