

## **FAQ concerning the TenantEvaluation.com website:**

- **What is Tenant Evaluation?**

TenantEvaluation (TE), is one of the top provider of secured paperless application processing that collects required documents, collects electronic signatures, screens applicants and even collects deposits on behave of the Condominium Association! Property managers will have access to all the applicant's information needed to make an informed decision.

- **Why La Perla elected to use it?**

The administration had recently faced a flood of rental applications starting at the end of 2020. With COVID pandemic the management office has to run 60 leases a month, which is well beyond our manpower capabilities. We faced a lot of delays in the lease application approvals, that caused a lot of aggravations and put extra stress on our employees and services. TE offers a wide range of products! From criminal history searches to credit report files, whether you are looking for instant search results or in-depth verification reports. The TE is able to provide different type of screening for new buyers and long term tenant, when they will be able to provide deeper verification reports, vs. a short term application tenant.

- **Why the rules have changed for running background check on less than 30 days tenants?**

La Perla has been a hot spot for a lot of short-term rentals and the previous rules had asked for background check for tenant 30 days and more. This rule has no logic besides easing up the workload on our management office. The reality is that any tenant (30 days or more than 30 days) who has access to the building should have a background checked. La Perla is a multi-unit condominium building and security and safety of the owners and tenants are of utmost importance goal for the current Board.

- **What is the cost per guest? Who pays it?**

The application on TE is \$100 per guest, except for married couple, where the cost still be \$100 per couple. The Tenant will be charged this fee online at the TE webpage as a part of the application process: <https://qa.tenantev.com>

- **How to reach Tenant Evaluation if I ran into a technical glitch or have any question related to my application?**

We are requesting that owners and their property managers/ realtors contact the TE customer service at <https://support.tenantevaluation.com/support/home>

Please do **NOT contact** the La Perla office for any technical issues, or application questions but instead address it via the TE customer support. A ticket will be generated and will be addressed accordingly. Please understand that TE is one of the top ranked outsource third party in the real estate industry.

Applicants can reach TE by one of the following methods:

1. By phone: (305)692-7900
2. By email: [support@tenantevaluation.com](mailto:support@tenantevaluation.com)

- **What are the different codes used for different application types when applying on TE website?**

If your potential tenants are submitting application for a short term rental under 30 days, please have them use **code 9440**

If application is submitted for more than 30 days rental, please, use **code 9441**

- **How long it will take to run the TE application?**

It usually takes 5 days from the time all required information provided and all required documents uploaded on-line.

- **Can my agent run the application for my tenant?**

The future guest/tenant can authorize an agent to fill the form for him or her.

- **Who reviews and approves my application?**

After TE gathers all information final reports will be sent electronically to the Board for final approval. The office will approve or disapprove on daily basis the applicants based on this report. TE has no authority to approve or disapprove an application.

- **What is my benefit as an owner who rent many times my unit?**

Helping La Perla to be a secured building is the responsibility of every owner. Either you rent 12 times a year, or you live permanently in the building, we all should worry who lives (temporary or permanently!) next to you.