

# Best Practice for Success

## Application Screening

### Tenant Screening – Rental History is important!

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A few years back while reading a publication from AANM or IREM I saw an article on some research related to residential tenant screening. It was short and to the point – the leading indicator as to

whether or a not a potential tenant will pay their rent on time in the future is whether or not they have paid their rent on time in the past. Makes sense, right? What are people's habits towards paying their rent on time? For me this makes checking applicants rental history very important, and I think it helps get great tenants that will pay their rent on time in the future which all property managers and owners want. Their always exceptions, people's incomes and or jobs can change through time, a pandemic takes their job, etc. Yet, all things being equal rental payment history is one of the big items I must check and verify.

Imagine my surprise this past week when a large multi-state property management company does not return my queries (both Email and phone calls) for rental history verification. It's a short and easy process – I ask the question, “did this tenant pay their rent on-time based on their lease terms” in addition to some other questions. While I understand rental verification is not something property managers like to do, there is somewhat of a code here to do them so as to get them back when and if they ask other property managers. I would say 95% of all property managers do this both ways. What can it mean that a larger, multi-state property management company doesn't do this? Their website states that this is something they perform for their tenant screening process. Why not respond when other landlords want to do the same. For me it means they are either too busy to perform their job effectively, not competent at their job to realize they need to or just lazy in their job. This business is about details and following best practices. For this company it's not a good sign if I'm one of their owners no matter what the reason is. As an owner I would want to know that my property manager is a professional at this job in screening tenants for respective properties.

If you, your friends or family need a property manager that understands the details of rental application screening for the residential rental market, please contact me.