

APPLICATION FAQs

**HIGHLANDS
LODGE**
APARTMENT HOMES

1. WHAT SHOULD I DO IF MY APPLICATION IS MISSING INFORMATION?

If your application is missing any required information, you will be notified by email. You can upload the necessary documents through your portal or respond directly to the email, depending on what is missing.

2. HOW DO I VERIFY MY INCOME?

We accept a variety of income verification methods:

- Linking your bank account (fastest method!)
- Uploading your three most recent pay stubs as separate PDFs
- Providing a clear PDF of your 1099 or W-2 tax form
- Linking payroll, if applicable

3. CAN I SUBMIT MY DOCUMENTS VIA EMAIL INSTEAD OF THE PORTAL?

We require that all income and asset documents be submitted through your online portal for efficient processing. However, offer letters must be submitted via email and must meet our criteria (official letter on company letterhead, signed, and dated within 30 days). For all other documents, please upload them through the portal in PDF format and ensure they are properly labeled. Documents that are mislabeled will not be accepted.

4. I SUBMITTED INCOME DOCUMENTS, BUT I RECEIVED A MESSAGE THAT THEY COULD NOT BE VERIFIED. WHAT SHOULD I DO?

If your documents cannot be verified, it's usually due to formatting or incorrect labeling. If the issue persists after resubmitting the correct formats, we will request a different method of verification.

5. I SUBMITTED INCOME DOCUMENTS, BUT I RECEIVED A MESSAGE THAT THEY COULD NOT BE ACCEPTED. WHAT SHOULD I DO?

If your documents were not accepted, it may be due to missing information required for verification. Please try submitting an alternative verification method, such as linking a bank account, providing pay stubs, or uploading a tax form.

6. CAN I ADD A GUARANTOR TO MY APPLICATION?

Yes, if your income doesn't meet the requirements, you can add a guarantor. The guarantor must meet our credit and income qualifications. You can add a guarantor through your application portal or provide their full name and email to have an invitation sent to their email.

If you have any questions or would like to discuss your fees, our dedicated Leasing Agents are here to assist. Please feel free to **visit, call, or message** us—we look forward to helping you!



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7. HOW DO I VERIFY MY IDENTITY?

To verify your identity, you need to enter your personal details and upload a government-issued ID and a real-time selfie. Please make sure the ID photo is clear, the selfie matches your appearance, and the personal information is entered exactly as it appears on your ID. If there are any discrepancies, we will request a retry via email.

8. WHAT DO I DO IF I MISS THE APPLICATION DEADLINE?

If you miss a deadline for submitting documents or completing your application, we will notify you. You may still be able to submit the missing documents or take action, but depending on the timing, your application may have been closed. If your application has exceeded our processing timeframe and was closed, but you are still interested, please reach out within 30 days.

9. I WAS APPROVED! WHAT'S NEXT?

Congratulations on your approval! The next steps are:

- **Pet Screening:** If you have pets, you will need to complete the pet screening process.
- **Jetty Bond (if applicable):** If you choose to use Jetty, you'll need to purchase a bond through the link provided in your approval email.

Once these items are approved, your lease can be generated. You'll receive an email with a link to review and sign your lease when it is ready; please be sure to sign as soon as possible to finalize your application!

10. HOW DO I COMPLETE PET SCREENING?

Pet Screening is required for all applicants with animals. You will need to complete a Pet Screening profile and provide details about your pet to determine any applicable pet fees. If you have an assistance animal, it must go through an approval process, so time is of the essence! Be sure to complete your profile ASAP. Please refer to your approval email for the link to complete Pet Screening.

11. WHAT IS JETTY, AND HOW DOES IT WORK FOR MY APPLICATION?

Jetty is a security deposit alternative option that allows you to pay your deposit in installments or as a smaller one-time payment. If you opt for Jetty, you'll be able to complete your move-in with a lower initial cost. To use Jetty, you will need to sign up through the link provided in your approval email and purchase a bond. Please refer to your "Payment Details" for your approved deposit amount.

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