

LumaCorp



"AmRent provides LumaCorp with a full range of accurate and complete resident screening information, enabling me to efficiently process applications and quickly fill vacancies."

Phyllis Metevier
Applicant Screening Manager

THE CLIENT

LumaCorp is a licensed real estate broker managing 21 properties with more than 4,100 units serving residents of Texas. Established in 1984, LumaCorp offers housing in Austin, Houston, Dallas and Fort Worth.

Committed to its properties and the residents it serves, LumaCorp strives to maintain the highest standards in the real estate services industry. The company has received numerous awards for outstanding performance in apartment property management, including the President's Award and the Certified Property Manager of the Year Award from the Institute of Real Estate Management. LumaCorp also received the President's Award from the Apartment Association of Greater Dallas.

THE ISSUE

Lumacorp needed a credible source for criminal background information, credit reports and public records from multiple states. Because the company needed applicant information from several sources, it also sought the most efficient method for retrieving it.

THE OBJECTIVE

Although the Texas Rental Association requires property managers to process an application within seven days, LumaCorp wanted to process as many applications as possible within the same day. A fast turnaround time not only enabled LumaCorp to respond to applicants sooner, but it also enabled the company to fill vacancies with qualified residents quickly.

THE STRATEGY AND TACTICS

LumaCorp selected AmRent for resident screening services because it could offer a wide range of services that met LumaCorp's needs.

Before using AmRent's services, LumaCorp obtained credit, criminal and eviction records from three different sources. If the applicant had lived in other states, LumaCorp would contact different source for each state in which the applicant resided. Because of the numerous steps involved, sometimes LumaCorp needed several days to process an application.

Since using AmRent, LumaCorp is able to retrieve all of its resident screening information from a single source and process it in the same day, often immediately.

THE RESULTS

Because LumaCorp is able to process most applications on the spot, they are able to fill vacancies more quickly. In fact, LumaCorp processed 430 applications during July, the company's busiest month. LumaCorp attributes AmRent's fast and efficient services for its success.