

Reasons for Delay

Reasons for delay is an email/comment tracking system that promotes transparency for units in turnover exceeding 30 days. When a unit reaches the 30-day turnover mark, it triggers an email request for a comment. These comments will be included in your monthly make-ready reports.

The email will appear in your inbox and look like this:

Hello,

The Unit above has remained in Not Ready status for more than 30 days. Please provide a reason for the delay in preparing the unit. The link below will take to comment page in Toolbox.

Reasons for the delay in preparing the unit can be issues with a vendor, problems with unit construction, issues with delays in material or problems with unit outside or preparation.

Please complete this within 1-3 business days.

[Click here](#)

Do not respond to this email as it is an unmonitored email address.

Contact IT for assistance.

When you click on “Click here”, it takes you to into toolbox, directly to the unit on the smartboard in the turnover tab and opens a comment box. See below.

***You want to make sure you are already logged into Toolbox before you click “Click here” in the email.

NEW - 251 DEKALB SCHEDULE

Select Community: 251 Dekalb

TURNOVER RENOVATED UNITS RENT-READY UNITS RENT ADJUSTMENTS VARIANCE REPORTING MOVE OUT NOTICES STALE UNITS DOWN UNITS

Turnover Reds Renovated Reds Back

Quote of the Week: "Create with the heart; build with the mind."-- Crito Jami

Walk Date: --All Units--

APT STATUS WALK DATE DATE AVAILABLE MOVE-IN DATE RESIDENT STATUS (YA UNIT STATUS (YARD)) CABINETS WINDOW TREATMENT HVAC SIZE

Delay Reasoning





Property	Unit #	Walk Date	Yard Status
251 Dekalb	E0507	01-16-2025	Vacant Unrented Not Ready

Comment here

Submit

Next, you can add in your comment on why the unit has been in the turnover status for 30 days. Once your comment is typed in, click "Submit".

The comment, once submitted will be visible on the Monthly Make Ready Report. Below you will see units with a comment box as well as units with a red X. The red X means that the unit has been in the 30+ day status but hasn't had a comment added yet. For units with a comment added, you will see that as a yellow comment box.

251 Dekalb					
Total Current Units in Turnover - 14	Units Sent into Turnover last Month - 3	Units Turnover to Rent Ready (Last Month) - 12	Total Current Units in Renovated - 0	Units Sent into Renovated last Month - 0	Units Renovated to Rent Ready (Last Month) - 0
E0114	E0122	W0418			
WPH20	E0508	W0523			
WPH07	E0116	W0426			
W0219		S0205			
E0225		E0902			
WPH17		S0303			
S0702		W0402			
EPH24		W0410			
S0103		W0526			
E0122		WPH08			
E0508 		E0329			
E0116 		E0326			
E0617 					
E0507 					

The comment boxes are clickable to see the comment that was added via the email sent out. When you click on a comment box, this window will appear:

Delay Reasoning

Property	Unit #	Walk Date	Yardi Status
251 Dekalb	E0507	01-16-2025	Vacant Unrented Not Ready

Comment	Added By	Date
This is a test	Administrator User	03-17-2025

ADD COMMENT

You will see the comment added, who added it, as well as the date it was added. You can then add additional follow up comments by clicking the green button.