

St. Croix Lease Renewal Application Process

Step	Description	If	then
1	Existing Owner/Tenant want to renew a 1 Year Lease.	Owner /Tenant are in Agreement Sandcastle Mgmt. has a Key. Assessments and water bill account is up to date.	Tenant or Owner submits the St. Croix Lease Renewal Application and the new lease via email to admin@thesaintcroix.com minimum 20 days before the current lease expiration date.
2	Lease Application is reviewed by Sandcastle Agent.	Completed correctly	Application will proceed to step 3
		Incomplete or incorrect	Application is returned to the Owner/Tenant and the process starts all over again.
3	Sandcastle Agent will ensure that the application is logged: 1. Uploads the Application into Owner Portal (CINC). 2. Marks the application with "pending approval" status. 3. Checks Owner assessment & water bill are current 4. Confirms if there are complaints, violations or fines in Tenant File.		Sandcastle Agent: emails Application and new lease to the BOARD for approval. It will Include: - owner status for assessment/water bill - confirmation that Sandcastle has a current Key - any relevant tenant history (complaints, violations, fines) to the Board President to share with the BOD and approve.
4	Board reviews the Lease Renewal Application. Each Board Member will vote to accept or deny the application for renewal.	Approved	Sandcastle Agent: Updates the Lease information in the owner portal (CINC). 1. Update owner account and Tenant section. 2. Validate and update Tenant contact and vehicle information that has changed. TENANT: - Must go to office, bring in FOBS, CLICKERS, and VEHICLE so the Sandcastle can: 1. Update FOBS, Clickers with the new expiration date to match lease end date. 2. Provide new parking sticker if required. 3. Verify vehicle description. KEYS to UNIT: Tenant/Sandcastle confirm the Association has a current KEY to access the Unit. EMAIL OWNER: Emails owner and tenant that the application has been approved.
		Denied	Sandcastle Agent: Send email to the tenant and owner to communicate that the application has been denied and that the tenant's lease cannot be renewed.