



## **Appeals Process for Applicant Denials**

### **1. Written Submission**

All appeals must be submitted in writing to [info@apmutah.com](mailto:info@apmutah.com).

The appeal should clearly state the reason for the dispute and provide supporting details.

### **2. Timeline for Appeals**

The appeals process will typically take 7-10 business days to review and finalize. Applicants will be notified of any delays.

### **3. Supporting Evidence**

Applicants must provide proof or supporting evidence that directly refutes the reason for denial. Examples may include documentation of updated credit reports, employment verification, court documents, or proof of prior rental history.

### **4. Submission Window**

Appeals must be submitted within 7 days of the denial notice being submitted. Appeals submitted after this period will not be considered.

### **5. Management Review**

All appeals will be reviewed by a committee of not less than 3 senior managers within the company. Following review, a final vote will be cast with the majority vote determining the outcome.

### **6. Notification of Outcome**

Responses to the appeal will be sent via email to all applicable parties involved in the application.

### **7. Grouped Applicants**

If an appeal results in the denial of one applicant, it will result in the denial of all parties grouped with that applicant.

### **8. Unit Availability**

The rental unit will not be held during the appeals process, and there is no guarantee that it will be available at the conclusion of the appeal. If the application denial is overturned, the applicant may request that their application be applied to any of APM's available units. Assuming the applicants meet the income and any other requirements for that property, they will be considered approved and provided with an opportunity to secure the unit with a deposit.

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