

Renewal Process Roadmap

18–24
months
before

RENEWAL WINDOW

Kick off the renewal process and begin conversations to discuss your goals as an owner long before the renewal date.

14–18
months
before

DISCOVERY CALL

Call to discuss your goals and specific outcomes for your properties.

SIGN DOCUMENTS

Sign required documents such as LOA and notice of nonrenewal.

DUE DILIGENCE

Find the best packaging and pricing based on our discovery call. This is a 2 to 6 month process.

10–12
months
before

PRICING OVERVIEW CALL

Schedule a call to review the offers and go over pricing and packaging once we have received pricing and feel that it is aligned with your needs.

6–12
months
before

CONTRACT REVIEW

If you are happy with the pricing, we will request that the contracts be sent out for review and signature. The length of this process is dependent on how quickly the property signs the contracts and can take anywhere from 6 to 12 months.

FINAL STEPS

- Schedule any site visits with the ISP if needed.
- Schedule a reimplemention if you are changing providers.
- Send out resident communications if needed.

The timeline for the final steps is dependent on whether construction is needed, but there shouldn't be enrollment dependencies on a provider change.