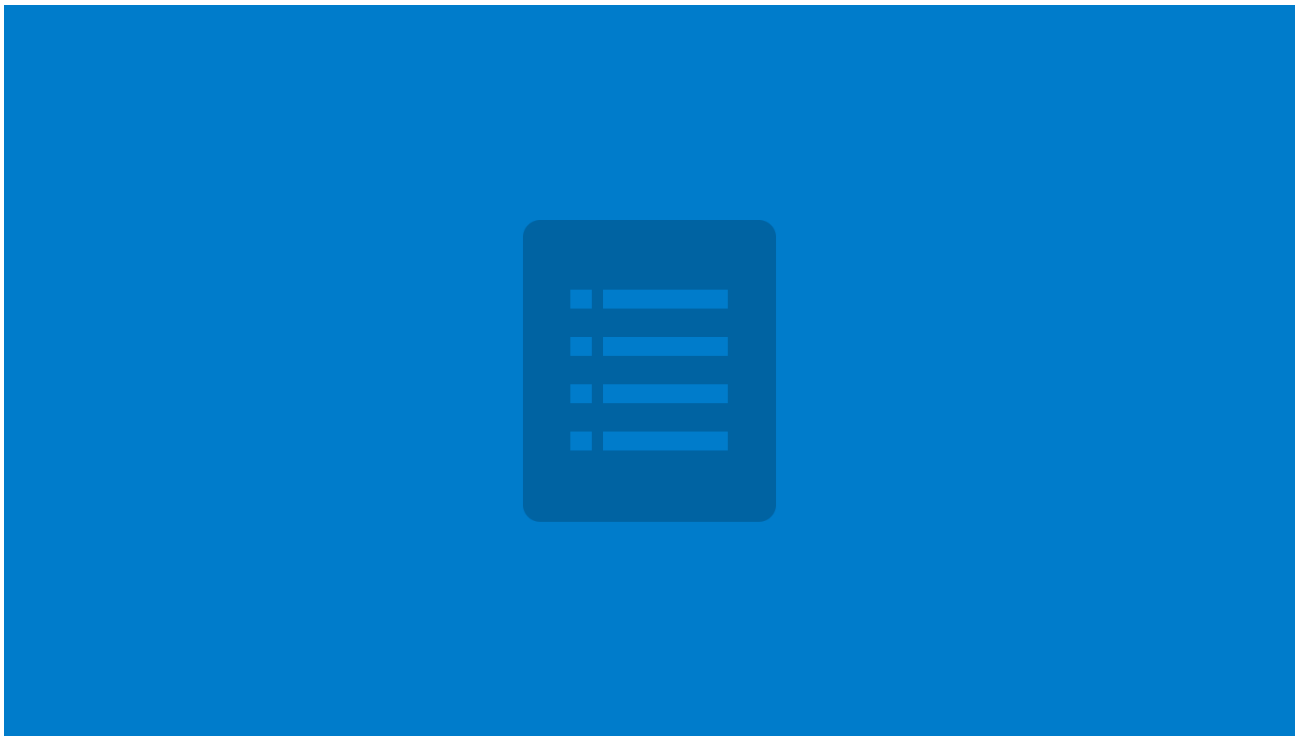
The Landlord’s Ultimate Property Management Checklist

Use this checklist to improve your internal processes of managing property; that way, you’ll have the right processes in place to support your growth.



Attracting Tenants

- [ ] Determine ahead of time your “rental rates” (establish high and low rates)
- [ ] Create an unique rental ad that stands out.
- [ ] Take pictures with a great camera (not just with your phone).
- [ ] Create flyers with unit information and your contact information.
- [ ] Market your unit online (Craigslist, Postlets, vFlyer, local area websites).
- [ ] Market your unit offline (“For Rent” signs, etc.).
- [ ] Schedule showings or open houses

Screening Tenants

- [ ] Complete phone screen questionnaire (prescreen BEFORE showing unit).
- [ ] Complete showing of unit.
- [ ] Follow up with interested parties.
- [ ] Have prospective tenants complete Rental Application & Application Fee
- [ ] Process a criminal, credit, and background check.
- [ ] Reach out to previous landlord to ask questions about prospective tenant.

- [ ] If landlord will not answer questions over the phone, send a landlord verification form for them to fill out and fax back to you.
- [ ] Make decision based on your rental standards (be consistent).
- [ ] If accepted, reach out to new tenant to schedule move in date/lease signing meeting.
- [ ] If declined, send a standard letter declining them. File the application and denial letter in a safe place in case they ever apply again (which does happen!).

New Tenant Orientation

- [ ] The lease: signed & initialed on each page (always a good idea to have two people reviewing this document to ensure nothing has been missed)
- [ ] A copy of Driver's Licenses of all occupants of the unit
- [ ] Security Deposit or Move in Fee
- [ ] First month's rent
- [ ] Signing of the "Utility Transfer Agreement" (tenant agrees to move over the utilities before move-in)
- [ ] Initialing a "Lead Based Paint Notification" & providing a "Lead Based Paint Booklet" to tenant
- [ ] Initialing "Move Out Charges" document
- [ ] Filling out a "Tenant Emergency Contact Information" document
- [ ] Signing a "Pet Agreement" if applicable & collect yearly Pet Fee
- [ ] Providing "Property Management Team" contact information
- [ ] Signing W-9 form (form that is sent to bank along with security deposit)
- [ ] Handing over keys

Office Process & Checklist

- [ ] Enter all tenant information into your rental management system
- [ ] Make a copy of all Lease Signing Documents and mail to tenant within a week, so they have a copy of everything they initialed and signed
- [ ] Create a tenant file in the office
- [ ] Create a Tenant Appreciation Program
- [ ] Create a work order for every property maintenance and repairs
- [ ] Conduct preventative maintenance each quarter
- [ ] Create a collection of rent & eviction process
- [ ] Create a tenant renewal process
- [ ] Document all tenant communication

- [ ] Create template letters for example, lock out, lost keys, noise violations, tenant renewals (90, 60, 30 days), etc.

Move Out Process

- [ ] Fill out a thorough Move Out Inspection, and then create a “scope of work” on what will be needed to turn around the unit. Take pictures during the walk through.
- [ ] After assessing repairs, determine what normal “wear and tear” is and what will be charged to the tenant and subtracted from their Security Deposit.
- [ ] Mail security deposit check and letter to forwarding address within 30 days of move out.

Unit Turn Around Process

- [ ] Once the “scope of work” and work orders have been created, set a schedule and get your team (in house or sub-contractors) quickly turning around the property.
- [ ] Once complete, have someone clean the unit and do a “final walk-through.”
- [ ] Once “tenant ready,” we take pictures to use for marketing purposes, put baking soda in refrigerator, and put an air freshener in the main room.
- [ ] Now you are back to the “Attracting Tenants” part of this process!

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