

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.

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- ☐ 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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