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Setting the tone



- * Ready to interview
- * Make sure that you are organizing everything properly
- * Log everything during the onboarding process.
- * You should have already gone over the application, so have every form ready to go over and be signed.

Setting the tone



- * Make sure the application is filled out completely, signed and dated.
- * Make sure that you don't have any interruptions, if possible.
- * Pull out the checklist and check off as you go
- * Keep all information with the documents that you will be sending and receiving
- * Let the applicant know when they will be hearing back from you. Keeping in touch is vital.

It's move in day- new beginnings are great.

- * **Lease procedures:**
- * Now that you've established the applicant passed all the criteria, it's time to move on to completing all necessary lease procedures.
- * **Explain all rules and procedures to the tenant**
- * It is your responsibility to fully explain all of the rules and procedures regarding the property. Ask them if they understand the lease and addendums.
- * This is a **critical step so** that they cannot say that they didn't understand what you were telling them.



- * Make sure that the tenant understands how the heating system, and other operating appliances function and how they are maintained.
- * What is the emergency protocol?
- * What are the office hours?
- * What are the rules regarding late rent payment?
- * What is the parking policy, etc.
- * These are just some of the important questions that must be clarified early on in the process so that the tenant feels comfortable and well informed.
- * All rules and procedures should be explained verbally *and* through a written document
- * Give them a copy of everything they signed.

Welcome to your new home



- * **Ensure all questions and concerns have been settled**
- * Once you have explained all relevant information, it is expected that the tenant will have a number of questions or even concerns. These **must** be taken seriously and settled **before** signing the lease, otherwise neither you nor the tenant will feel totally comfortable with the agreement.
- * Take the time to make sure that they have peace of mind in knowing that everything has been agreed upon and all the documents have been signed and completely gone over.
- * Do a walk thru with the tenant and welcome them to their new home.
- * Do a follow up within a week to see how things are going and if they have any additional questions.

An easy way to set up files in

- * In your filing cabinet...
- * Colored tabs or colored pendaflex files
- * 1st set of files--- pending move-in- month by month-
January-December-
 - under the months, you can also put in awaiting inspection form to be returned- waiting for manager's approval, etc.

- * Behind the pending move-in files- use a different colored pendaflex
- * 2nd set of files Pending recertifications- January- December
- * Place in file while waiting for signatures, 3rd party verifications, etc.. Place in the files and
- * 3rd set of colored pendaflex-
- * Pending termination- January-December- when you get a notice, place in files until you receive the security deposit/ collection, etc...