

Application Checklist

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- Review Application for completion

 - Additional application

 - Collect application fee/ holding deposit

 - Collect proof of income

 - Collect rental history verification

 - Collect screening results

 - Welcome Letter

 - Animal information (if applicable)

 - Manager approval

 - Additional information:

Move-In Checklist

Review Lease paperwork

Signatures collected

Move-in money collected

Utility confirmation: _____

Keys provided:

Move-in gift provided

Move-in orientation conducted

Scheduled charges in PM software

24 Hour follow up conducted

Manager approval: _____

Additional information:

Opening Checklist

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- Lights on for business

 - Refreshments are ready

 - Marketing material and guest cards are stocked

 - Office/clubhouse is clean and ready for visitors

 - Model and show apartments have been walked

 - Check the drop box

 - Check the voicemail

 - Any appointments? Move-ins? Move-outs?

 - Check email

 - Amenities are clean and ready for visitors

 - Apartment leads answered?

Closing Checklist

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- Lights off and doors are locked

 - Do you need to forward the phones?

 - All traffic is recorded in PM software

 - All work orders are logged in PM software

 - Desks are clean and free of clutter

 - Marketing materials and guest cards are stocked

 - Refreshments are stocked

 - Model and show apartments lights are off and locked?

 - Office/ clubhouse is clean and ready for the next day?

 - Any notes to leave for overnight or other staff

 - Check your pockets for unit keys to put away

 - Set security alarm

Curb Appeal Checklist

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- Property is free of trash and debris

 - Landscaping looks well maintained, weeded and no visible issues

 - Curbs and parking lines are bright and easy to identify

 - Flags, balloons, signage are not tattered or faded

 - All exterior lighting is working correctly

 - All interior and common area lights are working correctly

 - All broken down or vehicles with expired tags have been tagged

 - Carports garages are free of debris, leaves, etc.

 - Balconies are free of clutter and debris

 - Building exterior have no visible need for repair

 - No broken concrete or pot holes in the driveway or parking lot

 - Common areas and amenities are clean, free of clutter and maintenance free

Show Apartment Checklist

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- Tour path is clean clear and well lit

 - Building entry and landscaping looks well maintained, weeded and no visible issues

 - Entrance of common area is clean, well lit, odor free and no visible issues (if private entrance apply this to apartment entry)

 - Keys to show apartment are functioning with no issue

 - All show apartment lights are on with burnt out bulbs replaced (overhead, bathroom, lamps, closets)

 - All countertops and tabletops are clear, clean, and dust free

 - All hard surface flooring is clear of debris with no visible scuffs, stains or dirt (that can be addressed)

 - All carpeting is clear of debris with no visible scuffs, stains or dirt (that can be addressed)

 - Furnishings (if applicable) are clean and show ready with no visible issues

 - Air fresheners are functioning with no issue/no odor issue

 - Approved audio and visuals are playing

 - The show apartment has been fully inspected and any issues have been addressed or recorded for repairs

