

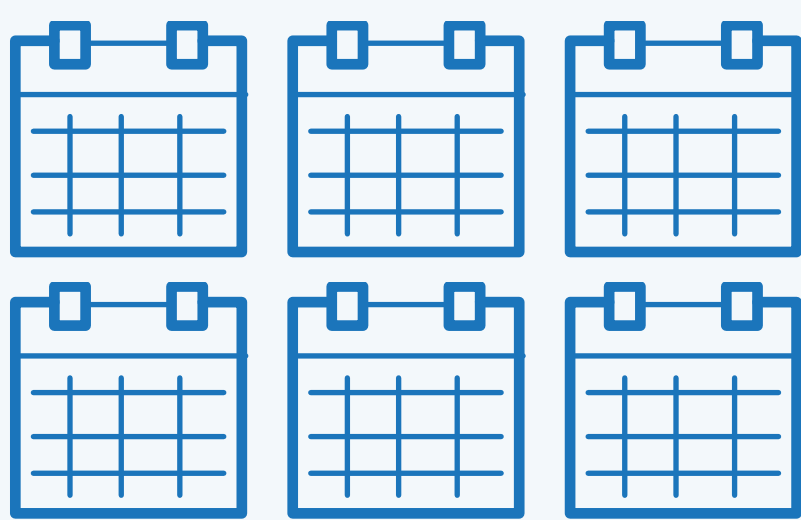
UPON MOVE-IN

- The lease should list lease renewal or non-renewal deadlines: How many days before the lease expires do you need to be notified of whether a tenant will stay or go?
- Do the unit inspection, print or email a copy of the inspection findings for the tenant, and keep a copy for your records

* This is KEY for ensuring a smooth unit turnover - it's the document you'll use to inform the tenant of the condition the unit must be left in on their move-out date.



LEASE RENEWAL PROCESSES



6 MONTHS BEFORE

- Reach out to the tenant to ask how it's going. Is everything in the unit to their liking? Any issues you should know about? Anything they would change about their experience in working with management?

* Getting feedback at this stage gives you enough time to correct any issues and maintain a good relationship with the tenant, keeping turnover low!

- Based on your conversation with the tenant, assign a "score" for how likely you think the tenant is to renew. This will help you predict & plan for possible turnover way ahead of time.



3 MONTHS BEFORE

- Assuming you're feeling confident that the tenant will renew, map out any changes you would want to amend to their lease upon renewal, if any:
 - Is there a rent increase?
 - Has your office changed any contractual language?
 - Does the tenant now have a pet or a different roommate?

- Contact the tenant to remind them of the deadline for letting you know about renewing.

IS THE TENANT RENEWING THEIR LEASE?

YES



- **Great!** Less work for you - you don't have to market the unit and find a new tenant.
- Send the new lease via email or drop it off at the unit and secure a signed copy.

NO



- Get their feedback on why they decided not to renew, making sure they're not dissatisfied with management. It's important to know if they're unhappy - and likely to go on social media and talk about your management company.
- Send them the copy of the unit inspection you did when they moved in, letting them know this is the condition the apartment must be left in.
- Set-up a date to do the final unit walk-through before move out, collect keys, get the tenant's forwarding address, and answer any other questions the tenant may have.

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