

# 4 THINGS YOU CAN'T MISS FOR MOVE-INS (& MOVE-OUTS)

If you're a residential property manager, you're probably all too familiar with move-ins and move-outs. But common processes can also lead to common mistakes.

**Here are four tips to ensure your team's move-ins and -outs don't miss a thing:**



## 1. Assemble Your Team

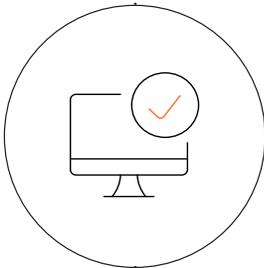
Depending on your organization, it's likely the entire move process may be handled by several different people and teams from start to finish:

- Make sure everyone knows exactly what they're responsible for, so nothing falls through the cracks.
- Do you have backup for critical team members who may be out of the office during a move? If not, you should - or you'll risk delays & a bad tenant experience.
- Check your dependencies - make sure your team knows what needs to happen first (during a move-out, you'll want to make sure the tenants are actually gone before the locks are changed).



## 2. Review & Recall Your Documents

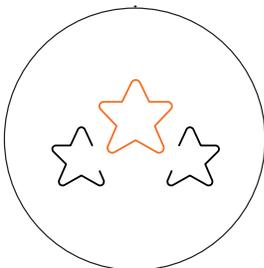
- When was the last time you checked out the contract? Make sure you review it so any moving processes are in line with the agreed-upon terms.
- Take a copy of the contract (or at the least, the most critical details) onsite with you during the Inspection, so you can reference it.
- During move-outs, don't forget the move-in inspection report - it'll help you best determine what's changed since the tenants have occupied the unit.



## 3. It's All About The Details

Here are some can't-miss items when your team is performing a moving Inspection:

- Snap and save pictures to document unit and equipment details (current condition, marks/scuffs, needed repairs).
- Take notes so you remember exactly what needs to get done post-Inspection.
- Most importantly, make sure all pictures and notes are in one saved file (so they're not buried somewhere inside your mobile device or a text/email chain).



## 4. Don't Forget-It's Not Just About The Inspection

Obtaining tenant insurance, providing required notices, collecting the keys - these are all necessary tasks that happen outside of moving Inspections:

- Make sure your work doesn't start and end with the Inspection - document everything that needs to happen or the entire process (starting when a lease is signed, or notice is given).
- Whether you're moving tenants out or in, make sure you capture their signature and store it post-Inspection. You may need to reference their signoff in the future.
- When your process is complete, it's time to review & improve - what could've been done better? What steps do you need to remove, or possibly add?

## Move-Ins (and Outs) are Better w/ InCheck

- Save inspection results directly in the InCheck Mobile App, from wherever you are.
- Keep everything immediately accessible and in one place - from photos and notes, to outstanding must-do's.
- Automatically assign work to the right people and teams| so it always gets done.

