

UNIT MAKE READY POLICY

Policy requires that a vacant unit be made rent ready within three to five (3-5) days or less from the date of move out. Exceptions can be made for units that require a lot of maintenance repair and replacement of items like doors, windows, etc., or when a unit requires new carpet.

A Property Manager's number one goal must always be to maximize the income of a property. It is therefore essential that as residents give notice to move, that turnover preparation proceeds quickly and efficiently.

A PRE-MOVE OUT INSPECTION MUST BE SCHEDULED AND PERFORMED NO LATER THAN 3 DAYS FROM WHEN A NOTICE IS GIVEN. THIS INSPECTION WILL SERVE SEVERAL PURPOSES:

1. The Property Manager should review the "Letter to Departing Residents". Review the Form RA-9 with the resident and explain more precisely what the resident must do in order to assure the return of their security deposit.
2. It will show assessment of all damages that are beyond normal wear and tear. The resident can either be charged accordingly prior to his/her move out, or the resident can be informed of the projected charges against his/her deposit.
3. Maintenance repairs/replacement to plumbing, drywall, door jambs, fixtures and other hardware can be placed on a Service Order Request and completed (if not started) prior to the residents departure, thereby making the unit preparation quicker and easier.
4. The assessment of the unit also allows you to schedule painting, carpet/vinyl and major appliance replacement ahead of time.

Use the Unit Physical Inspection Report (Form **M-2**) for pre-move out inspections to prepare a **repairs checklist** to help determine resident charges, if any. This form will also be used to record any additional unit information after move-out takes place.

Use the following "Unit Make Ready Checklist" as a guide to complete the unit turnover.

UNIT MAKE READY CHECKLIST

Check all of the below items throughout the entire apartment – all rooms, closets, etc. must be cleaned, in good repair and ready to rent.

1. *Drywall:* Patch all holes; remove unsightly wallpaper, contact paper, etc.
2. *Paint:* Walls, ceilings, and woodwork, if necessary. Do not paint outlet plates; only spray paint vents and registers. Leave no spots, streaks, or scratches. **DO NOT PAINT NATURAL WOOD CABINETS. USE A VARITHANE STAIN.**
3. *Flooring:* Make sure all flooring is installed, cleaned and waxed as appropriate.
4. *Windows and screens:* Repair cracks/breaks/tears. All sliding glass windows and screens must work correctly. Clean out tracks on all sliding glass doors and windows. Screens must be installed where needed. **WINDOW LOCKS MUST BE INSTALLED AND WORKING.** All windows must be cleaned inside and outside – no streaks, please.
5. *All doors (including closets):* Must close properly, no rubbing or warping.
6. *Weather-stripping:* Around doors and windows must be in good condition.
7. *All thresholds and metal strips:* Must be repaired/installed where needed.
8. *Hardware:* All in place and working properly - all door knobs, closet hooks, closet rods, door pulls, night locks, door stops, magnetic catches, etc.
9. *Drapery and/or blinds, if any:* All window/door drapes and/or blinds must be operating properly.
10. *Bathroom Plumbing:* All plumbing must work properly. Make sure there are no leaks in toilets, faucets, under the sinks, etc. Flush test toilets. Repair any chips or cracks to plumbing fixtures.
11. *Appliances:* Make sure they ALL work. Run dishwasher on all cycles, check refrigerator settings and replace the bulb (if necessary), disposal, range, range hood and bulb. Repair any chips or cracks.
12. Heating and air conditioning must be checked and working properly. Replace filters. Be sure to clean water heating, furnace and air conditioning closet.
13. All vents and registers must be installed, working, and **spray**-painted.
14. *Lighting:* All fixtures are to be repaired/replaced, hung correctly, working, bulbs checked and/or replaced. Don't forget to check outside entry lighting.
15. All electrical outlets must be working properly. Outlet plates must be replaced if cracked, broken or missing and installed properly.
16. All shoe and base molding; shelves in any room/closet are installed properly.
17. All kitchen cabinets repaired, and cleaned inside and outside.
18. *Bathrooms:* Clean and polish (chrome) tubs, toilets, tile on walls, tile on floor, vanities, mirrors, medicine cabinets, faucets, sinks, towel bars, toilet paper holders, soap dishes, etc. All must be installed properly as well.
19. *Tile:* In bathrooms and kitchens check for cracks or flaws. Re-grout if necessary. Caulk around sinks and tub, if necessary.
20. *Miscellaneous, as appropriate:* two ice cube trays, butter dish, one garbage disposal sink stopper, one bathtub stopper, one broiler pan, fire extinguisher - check tag date, test smoke detector and battery.
21. **Check for mold in all areas where moisture would accumulate.** Refer to the Mold Policy for instructions to treat and eliminate mold.