Leasing management

Parking	Misc addendum>Wa other amnt 2 $75

>Manage lease

Applications

Screening applications	Email helpdesk subj: "SCREENING OVERRIDE"
Renters Insurance	Renters insurance interface->create new policy

Section 8

Leasing kit	oh goodie

Move outs

20 days notice given	Required by state
Receive keys	Walk unit note any major damages
Hand off keys	Keep building and laundry keys. Give mail and unit keys to maintenance
Push final utilities	Conservice>Client login>resident *specify*>Move out

Once these steps are done, proceed to deposit accounting.

Assistant Manager duties

Parking	Manage rentable items
Deposit accounting	DA from menu>*check if info is correct*>Post
Deposit Accounting *Move out*	-Check for WSG final -$125 Standard cleaning fee -$120 Carpet Cleaning -Post -(in account) Reports>Move out Statement>PDF>Print>**PM to sign** Repots>Analytics>Financial>AP Analytics *Aging* *change date to current* select control link>Function>Attachment>Upload *Title "MOS last name"*

Violation Letters

Extract data from Yardi	Nupace Quickstart

Print, mail, and upload 30 day notices

Payment plans need to be signed and uploaded	If Tenant fails to pay FULL rent the plan nulls
Small balance letters	Only print, keep informal

Rent is due on the 1st and late on the 5th. Serve notices on the 5th.

Delinquency management

PM to review and send out every Monday

Reach out to tenants to get some sort of game plan to balance their account.

Do not reach out to tenants already going to atty's office

Leave notes in right side

Hot tips

Ledger	Legers always tell the story
Move outs	*Tenants can physically move out whenever, but are rent responsible for 20 days*
Key charges	$20 Building&Laundry, $5 Unit&mail

Solutions

Screening Issue	Email helpdesk subject "-SCREENING OVERRIDE"
Luxor account creation	Right side of "recipient" tab. Fill out info and check "send welcome email" box
only roommate moving out	Sign roommate release
Adding concession	Function>quick charge>Negative number>"up front">-charge

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