

Leasing management

Parking Misc addendum>Wa other amnt
2 \$75

>Manage lease

Applications

Screening applications Email helpdesk subj: "SCR-EENING 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**

Repos>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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Page 1 of 1.

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