



Today We Will Discuss: **QUARTERLY INSPECTIONS “DONE” RIGHT!**

And What should be expected from a rental inspection

#1-We will discuss Various Types of Inspections With a Primary Focus on Quarterly Inspections

#2-Software and Tools to help you perform paperless Property Inspection on with software options;

#3-Rental Inspection Templates and options for traditional paper documented inspections you can download for free. If you don't have access or capability to utilize your property management software paper inspection tools can also be created to be efficient.

Time Saving measures by preparation of Maintenance Carts with basic repair supplies, light bulbs, batteries, smoke detectors and basic supplies to complete minor work orders while your team is in the unit completing your inspections.

And lastly.....Why Rental Inspections Are So Critical to maintaining your physical asset and increasing resident satisfaction!

Inspections may seem like an arduous task, but they can really pay off in the long run. Here are some reasons why routine inspections are critical to your property management business:

- Preventative way to mitigate serious issues, such as roof leaks, busted pipes, or termites from getting out of hand, which can cost your business and owners money
- Helps you monitor any potential safety hazards that could endanger your residents and increase your liability, such as malfunctioning smoke detectors or downed electrical wires or tree branches
- [Improves resident satisfaction](#), which leads to HIGHER Resident Retention and lower turnover costs.
- Ensures your residents are following lease terms, keeping your unit in good condition, and taking care of any resident-required maintenance tasks
- Help you maintain and improve the value of your property by pro-active preventative measures!

What Should A Resident Expect from a Rental Inspection?

The resident should expect to be notified in advance according to applicable local regulations before a routine rental inspection is to be conducted by a property manager. Review your lease documents to ensure all notification and timelines are met. The property manager and Maintenance Supervisor will visit and conduct a [visual check](#) of the following to ensure that the rental property is in good condition and maintained by the tenants according to the rental agreement. Some areas of focus could be:

- Living room
- Kitchen
- Dining room
- Bathroom(s)
- Bedroom(s)
- Other features of the property such as heating/cooling systems, parking areas, porch, etc. can be added.

Both the resident and the property inspectors can benefit from using a [rental inspection checklist](#) to ensure that every feature of the property stays in good working condition and you are consistently inspecting standardized unit features.

Regular inspection of your rental properties is vital. If you don't conduct inspections often enough, you may miss some potentially serious and costly problems that could have otherwise been avoided like freezing pipes, fire hazards and water or mold remediation issues.

However, if you complete rental inspections too often, you could risk souring the relationship with your residents, which could lead to reduced resident retention and high vacancy.

Extensive thought should be placed on when it's best to conduct rental inspections, how technology can streamline the process, and what you can do to make sure there is a positive experience for both your team and residents.

When to Perform a Rental Inspection

Rental inspections should be a routine part of your maintenance workflow, and conducted when a new resident moves in, when an existing resident moves out, and on an annual or bi-annual or quarterly basis for inspection of all your current residents.

Here we'll take a deeper dive into these 3 key time periods:

What are the 3 Most Important Types of Rental Inspections that Pierce Education Performs?

Pierce currently utilizes rental [inspection checklist](#) templates within our property software-ENTRATA during a rental inspections to ensure that key areas of the property are checked and in good condition. We also complete extensive move-in-move-out and amenity inspections.

Here are the 3 most common types of rental inspections a property manager will perform and the key areas of focus during the inspection:

3. Resident Move-in Inspection

A resident move-in inspection is first conducted by the Property Manager and Maintenance Supervisor prior to issuing the new resident keys to their new apartment home. The inspection enables management to confirm condition of their unit and document any damage present before the resident takes occupancy. The inspection information can also be used as reference to compare during the end of tenant's occupancy.

A 2nd move-in inspection is performed by the resident (within 72-hour requirement per our Pierce lease agreement) documenting any normal wear and tear present to be used at the end of the resident's occupancy for damage assessment. The items in this checklist cover the same as a regular rental inspection checklist but will be signed by both landlord and resident. After issuing keys and a new resident move-in package you can advise your new resident the best recommended time to complete a move-in inspection is prior to moving their belongings into the unit so they can see all areas of their new apartment home.

2. Move out Inspection- When an Existing Resident is Moving Out

A move-out inspection is completed after the tenancy period expires and all keys are turned in. The management will review the move-in property's condition documentation that the resident completed. All information collected during the rental move-in inspection documentation can be included in the formal agreement between the landlord and tenant that assures accountability for damages found (if any) that were not present during the move-in, along with utilizing the move-out inspection completed by the Property Manager/Maintenance Supervisor. This tool helps you to determine the condition of the property when the resident leaves. Your residents are likely to take better care of the rental units when they know you'll be doing an inspection upon their departure. Your findings will also dictate how much of a tenant's security deposit you'll refund back to them.

3. Quarterly Rental Property Inspection-In student Housing this is the most critical to maintaining our physical asset and setting the tone for accountability to our residents-“If they damage it, They will PAY for it”!

A Quarterly property inspection is completed by the Property Manager & Maintenance Supervisor as a team to assess the overall condition of a rental unit to thoroughly check every aspect of the apartment and note any potential damages such as scratches/marks on walls or floors, holes in the ceiling or walls, damaged windowsills, door frames, etc. Pierce has found, conducting a rental inspection on a quarterly basis is an effective way to show the commitment of property managers and landlords in maintaining the good condition of rental spaces. Completing a quarterly inspection also sets accountability by assessing charges for any resident damages that have occurred since move-in. All charges are billed on the resident account and written communication to the current resident is sent documenting all charges. This assist in setting accountability and reducing potential damage for the remainder of the lease term.

Best Practices for Conducting Inspections

When carrying out an inspection it's best to stick to set consistent guidelines and procedures to ensure you don't miss anything and that your residents feel comfortable.

Follow these 5 best practices when conducting your rental inspections with a ***Special REMINDER**-Please Complete all inspections consistently to follow all Fair Housing Guidelines and to reduce any exposure for your company and management team.

Give Notice Prior to Inspections

Your residents have the right to the quiet enjoyment of their homes and privacy. Unless you suspect your current resident is violating restrictions or policies within their lease, like unapproved residents or pets, it's best to provide advance notice (at least 24 hours) before a regular inspection and 1 week prior for a quarterly inspection.

Even if the worst they must hide is dirty laundry or dust, unless you've stipulated the potential for emergency surprise inspections in your lease agreement, legally you must give advance notice.

Pay special attention to accommodating inspection hours scheduling between 10-5pm to respect your residents during early morning hours.

Follow Social Distancing & Safety Measures with Recent COVID CDC Guidelines

For any jurisdiction that requires COVID protocols, please make sure while conducting an inspection to follow protocols to wear proper safety gear, such as a face mask and gloves, and maintain proper social distancing to ensure your safety and the safety of your residents.

In addition, clearly communicate your safety policies to your residents and ask them to also wear a mask if they will be present during the inspection.

Make Sure Residents Understand Why You're Completing the Inspection

Kitchen faucet leaking. HVAC system in need of service? Structural integrity, appliance, and systems checks are key to good property management. Be sure to let your resident know the reason for your visit and explain how it benefits both of you to have routine inspections.

Always ask prior to your departure if there is anything additional you can complete while in their apartment home!

Don't Take Photographs Indoors of Resident Personal Items

You may only intend to get that sagging window blind, but you accidentally got part of the wall that features family photos. Unlike a vacant unit, occupied rental property inspections have certain protocols and rules, and taking photos of identifiable personal items like pictures, valuables, pets, or people is not a good idea nor recommended.

Document Any Issues

It's important to visually and physically document issues, but it's equally essential to address such problems with your resident—in writing. Verbal confrontations could lead to residents skipping out on you, bad mouthing your reputation as a property manager, or even legal troubles down the line.

Keep your notifications formal and in writing if problems surface during your property inspection. Having a modern property management software in place can make tracking such types of communications and documents easier.

REMEMBER: Purpose, Professionalism, and Tenant Privacy

If you must enter a resident's home to perform an inspection, consider the 3 P's!

Purpose,

Professionalism

Privacy for Your Residents

State your purpose upon your arrival, give proper notice as a professional courtesy, and respect your resident's privacy by ensuring that you don't overstep your boundaries.

Preparation for Inspection

Analyze Each Unit Type Features to Develop A Concise Template Customizing in accordance with the unit property type. Some items to laser focus in on are:

Common Area-Bedroom(s)-Bathroom(s)-Entry-Balcony/Patio-Kitchen-Laundry

Smoke Detectors-Fire Extinguishers- check smoke and carbon monoxide detectors, as well as extinguishers for inspection expirations

HVAC/Heating and Cooling Systems for preventative Maintenance

Windows-Doors-Looks

HVAC filters for replacement and hood vents to give them a proper cleaning. And check smoke and carbon monoxide detectors, as well as extinguishers.

Appliances-Stoves/Ovens-Microwave-Dishwasher-Garbage Disposal-Hood vents to give them a proper cleaning or change the vent

Capet-Tile-Luxury Faux Planking

Electrical-Plumbing-Fixtures

Illegal Pets

Prepare an Inspection Template-(Develop Electronic Templates vs Paper)

Paper Inspection/Finalized Data on Excel

Electronic Inspection from Start to Finish Retaining Photo Documentations and Resident Billing Options

Performance Tools-Software-Entrata-Onesite

How Technology Can Help Streamline Inspections

The old paper and pen way of conducting rental inspections is now becoming a thing of the past for many progressive management companies. With modern technology tools you can optimize your inspection process, save time, keep better records, and increase transparency for your team and your residents.

Mobile inspections are becoming a very popular way to facilitate inspections, and they can all be done on your phone. Innovative property management software like ENTRATA or AppFolio Property Manager has mobile tools built-in—such as voice dictation and image storage—enabling you to take notes verbally, upload photos directly to your device, and record the condition of your property as a whole and each room in detail. No need to import or export property inspections using a third-party tool, Mobile Inspections are completely integrated within the software.

Overall, inspections are an important aspect of property management. A quick inspection could help avert significant expenses down the road, and with modern tools, it's easier and faster than ever to keep track of the condition of your properties.

Whether annual, interim, or spot—regular inspections should be on your agenda. Keep these helpful tips in mind to keep your residents happy and your properties in tip-top shape.

For strategies on how to provide superior property maintenance services, please start first by researching options with your current property management software.

Set Staffing and Timeline for Completion of Inspection

Develop a Comprehensive Staffing Schedule-Pierce Requires the Property Manager & Maint Super at minimum to participate and Complete all Inspections together!

Calculate the Time Required Per Unit to Complete a Thorough Inspection

Maintenance Cart Preparation is Important by Setting-UP-for support to your Maint Support Team. This will allow you to complete Basic Work-Orders While in the Unit to save time and having to re-enter a resident's unit. It also shows your resident that you are pro-active in caring for their apartment home by making any new repairs.

After Completion of the Inspection-Create Comprehensive Reports by including photo evidence and detailed notes for any work orders to document or schedule.

- Generate reports on your device and instantly share with multiple recipients including your Maintenance and Accounting team.
- If utilizing paper processes, complete and excel template combining all information.

Work closely with your Assistant Manager/Resident Service Manager to Ensure all damage charges are assessed on resident accounts.

Set Timeline & Staffing Resources to Complete Work-orders after the Quarterly Inspections. Divide and concur if the marketing team can assist with basic workorders for a team approach!

Assign corrective measures for items that need action and immediate resolution. Order all supplies in advance that you may need for completion.

In a scenario where the Resident has NOT requested maintenance or repair work orders, but you still need to perform a repair, give your resident a 24-48 (dependent on state and local law) hours' notice of your arrival and the work order you will be completing. Additionally, make sure to come at a time that falls within the scope of "reasonable hours."

Paper Templates:

Sample-PEP Inspection Template

Electronic Inspection Templates that can be downloaded for "Free"

There are ALSO Property Management Software's that have Inspection options already built into an easily assessable!

Entrata.com (Sample Inspection Template)

Real Page-Onesite Software

APP FOLIO <https://www.appfolio.com/blog/inspections/>

SAFETY CULTURE <https://safetyculture.com/checklists/rental-inspection/>

iAuditor is the world's most powerful [checklist app](#). Landlords and property managers can use this to perform paperless rental inspections using either a smartphone or tablet device. Key benefits include the ability for you to:

Web based/Online Resource Tools to Streamline The Process and Reduce Mngt Time

FAST FIELD https://www.fastfieldforms.com/inspection-app.html?utm_device=c&utm_matchtype=b&utm_term=periodic%20inspection%20report%20for%20rental%20property%20template&utm_content=524270987400&utm_campaign=InspectionCustomer2020&gclid=EAlaIQobChMIrb-PsJ658wIVnHNvBB0eYw6fEAMYAiAAEgKqevD_BwE

Process & Check Systems Set the SUCCESS of your inspection!

Follow-up For Completion-Review all data collected

Work Order Tracking to Completion-Ensure all management inspection workorders are completed within 5 days of inspection

From Our Discussions, Let's Discuss Why You Feel Inspections are Important and Review Their Importance-(ASK THE AUDIENCE)

Pro-active Maintenance Repairs

Reduction of Emergency Repairs & Damage

Setting Accountability and Standards of Resident Care of Their Apartment Home

Checking for illegal pets or activity

RESOURCES

Landlord Inspections: The Do's and Don'ts of Apartment Inspections

<https://www.apartmentlist.com/rental-management/landord-inspection-dos-donts>

7 Habits of Highly Successful Property Managers Guide

<https://rentalhousingjournal.com/7-habits-of-highly-successful-property-managers/>

You will discover creative ways to identify and eliminate routines that are no longer benefiting your business

How To Perform A Rental Property Inspection

<https://www.mysmartmove.com/SmartMove/blog/how-perform-rental-property-inspection.page>

What To Look For in An Apartment Rental Inspection

<https://www.rentecdirect.com/blog/routine-rental-inspection/>

What Every Landlord Should Know About Rental Inspections

<https://www.landlordtalking.com/tips/tenant-screening/what-every-landlord-should-know-about-rental-inspections/>