



With many turns occurring in less than 10 business days, it is critical to prepare in advance for one of the largest controllable operational expenses that hit your bottom line other than Utilities, Taxes, and Insurance.

All aspects of turn will be discussed from early pre-planning, bid preparation for vendor selection, advanced ordering of turn supplies, carpet, and furniture, along with scheduling for timely resident move-outs reducing hold overs, and staff and vendor scheduling preparation.

Discussion will include how critical a successful turn impacts new move-ins which directly influence first time residents as their deciding factor in whether to renew or move-out when their lease expires.

Ultimately your goal is to ensure your resident has a positive experience and amazing first impression of how you prepared their apartment home for their move-in day!

Pierce Education implements a strong support structure for preparing extensively for the turn procedure which starts with a comprehensive quarterly inspection and pre-move out inspection protocol.

Tomorrow I will be speaking on the quarterly inspection process and hope you are all able to join me for this valuable session!

The Pre-Move-out inspections is the most valuable unit inspections extensively supporting all aspects of turn assessment. The pre-moveout inspection is used to assess the current conditions of unit and bedroom furniture, carpet and vinyl flooring repairs and replacements needed, along wit all appliances and physical asset needs.

By inspecting resident units prior with the quarterly inspection process, you will ultimately assiss in minimizing resident damages by setting the expectations from the first inspection and assess and bills resident damage found in advance vs. our competitors waiting till the end of the lease term for move-out inspections and disposition damage billing.

Extensive Training starts with the Executive Director and Maintenance Supervisor in January and is completed monthly, by the Director of Facilities, SVP and Regional Manager. Property team training is scheduled and completed in advance on a weekly and monthly basis.

A pro-active focus is placed on encouraging exiting residents to turn in keys early to prepare as many units or beds in-house to offset and reduce turn costs utilizing vendors.

Furniture and appliances deliveries can also be scheduled for install early prior to move-out to reduce the manpower needed to install or replace furniture during the extensive turn period.

Preventative maintenance, broken blind replacement and A/C filter installation is also completed prior to turn additionally freeing up the maintenance team during the demanding turn schedule process.

Training includes how to bid out services with turn vendors to secure the most cost-effective services balanced with the highest skilled vendor selection who have historical service success in your local market.

In some markets we have to utilize and bring in national turn vendors like Turnkey and Property Doctors that can deploy in cities or areas that do no offer turn services or are saturated with a high volume of student housing beds.

Standardized comprehensive turn contracts and specification templates are also utilized to receive optimum results and reduce liability or inferior services.

We require all vendors to properly be approved with extensive insurance coverage, required COIs-Certificates of Insurance and a current W-9 to reduce liability.

We always say the -1- vendor that is not properly insured and approved to work on your property is the -1- vendor that will have a serious costly accident with the potential of a large lawsuit.

Comprehensive turn tracking templates and procedures are utilized to ensure all deadlines of turn preparation, and service standard inspection is completed after each vendor along with maintenance final punch completion to exceed our PEP standards. This is always completed prior to signing off on any vendor billing or invoice approval.

We require a Manager or Maintenance Supervisor to complete all final walks.

Some of the Electronic turn board resources out in the market currently are ENTRATA/Onesite Turn Boards that offer software built within the property management software that many of you are currently utilizing.

How many of you use property software from your turn board and resident notification?????????

There are also additional vendors that specialize solely on providing electronic turn boards like EZTURN, that for an annual fee can support successful turn boards including vendor invoicing.

We also negotiate and secure National Vendors for furniture, carpet, appliances, and maintenance supplies with top tier discount pricing and support to reduce turn service costs.

We currently utilize Smart Furnishings for all our portfolio furniture ordering needs. Currently with the challenges of shipping and freight issues that occurred from China and Vietnam shutting down, early furniture orders are critical!

We also use HD Supply to receive top tier discounts and portfolio strength in securing high demand turn supplies.

3-TAKE AWAYS We Will LEARN Today relative to TURN are:

- 1 Prepare all aspects of turn including, vendor and staff scheduling, advance pre-ordering of all supplies and materials needed for a successful turn. Again, I can't STRESS you enough with the challenges set from COVID for freight, shipping and ports being shut down or closed-ORDER EARLY ALWAYS When POSSIBLE!**
- 2 Securing viable vendors, vendor bid contract specification preparation, company required insurance COI's and W-9s, preparing backup plans if vendor issues occur (don't forget we have all had vendor walk from their obligation) and ensure all company expectations are met.**

I actually had a seasoned experienced vendor run into problems at our Purdue asset in West Lafayette, Indiana And even with the most senior experienced Pierce Executive Director-This almost took the TEAM over for disaster.

Always have a back-up vendor and plan in your back pocket!

- 3 How to effectively use electronic or paper excel turn board templates, Turn Supply & Vendor checklists & tracking tools along with additional resources to ensure a successful turn. I have extensive samples of many templates from over the years, please email me after this session if I can share any of our turn success tools or templates to assist!**

CRITICAL FACTORS in PREPARING FOR SUCCESS!

Turn Preparation-Starts Early-My TEAM at Pierce Education always starts our turn calls in January with include our Executive Directors, Maintenance Supervisors and Regional Directors offering mandatory calls.

This is the start of our TEAM approach for training and corporate support!

Be mindful in your Budget preparation

-Cost Per Bed is your one of your Largest Operational Expense along with Utilities, Taxes and Insurance that hit your NOI

Pierce utilizes \$150 a bed on all our proforma budgets.

What do you currently budget per bed or unit for your turn expenses?

Quarterly Inspection Value for assessment is very critical to being pro-active in preparation and viewing your resident's apartment-homes prior to turn is critical

-Tomorrow I will be speaking on the importance of quarterly inspections and how this valuable tool supports our turn preparation efforts!

When Pre-Ordering of Supplies-Be mindful of current COVID freight and shipping delays along with supply and demand occurring nationally at the same time for all student housing properties ordering at the same time. ORDER EARLY!

Turn Supply preparation will include anticipated needs for Carpet-Vinyl-Furniture-Keys-Maintenance Supplies-Air Filters-Plumbing and Electrical Supplies

Roll Offs-Make sure you order early any roll-offs or connex containers needed for resident move-out and turn vendor debris removal. We retain our roll-offs through move-in to accommodate large boxes and packing material from purchases for our new residents' apartment-homes.

Ensuring Residents Move-Out on Time can also reduce any delays of taking possession of an apartment to prepare for turn and vendor services.

Hold Over Fees or Residents that don't turn in keys should be your 1ST UNITS walked.

(Those are usually the residents that thought they either renewed or state they didn't know they were supposed to move-out!

If you have a transferring resident (Someone that is moving to a new unit either or changing roommates)

Always Prepare Transfers 1st, you should utilize Extensive Communication for any move-out Process

Offering Express Checkout also can assist with clear direction on the benefit and how a resident can cut their time in half.

Offering Express Checkout- Is also a way for residents to turn in Keys and walk the apartment with staff prior to the lease expiration date.

All Move-out Communication should Begin the moment a resident exceeds the renewal deadline or at minimum we start in May

You can utilize Scheduling through your office by way of Google Doc or Online Appointment Software Programs

This Benefits:

- Gives resident time to rectify any charges**
- Let resident dispute any charges via in writing**
- Provides less units to walk on August 1st for management**
- Gives management a chance to get ahead on entering charges**
- Provides opportunity to train walk staff prior to official move out date**

-Supplies You May Need:

iPad, Turn Binder, Walk sheets, Walk date identifier, Blue tape for marking high damage repair areas

There are many Ways to Market Express Checkout:

- Staff wears Express Checkout t-shirts every week starting in May**
- Posters in office and buildings for extensive communication**
- Use of Property Facebook Page and Social media along with email BLASTS to residents and guarantors with clear communications and checklist or damage charge sheets should be used.**
- Some additional tools can be utilizing Door clings or bootleg signs on the front of the buildings notifying residents what to do and deadlines for completion.**

Offer Move-out resident open houses to communicate expectations and requirements with handouts and move-out treat bags

-Prepare Flyers for resident doors and to hand out in the office

Staff Expectations & Scheduling is also a critical part of planning

We set Black-out Dates for Vacation from the week after 4th of July through Move-in allowing enough time for completion of move-in work orders to be completed.

Turn Board-Tools of The Trade-There are many options out in the market as we previously discussed utilizing property software and electronic and excel templates.

Electronic-Entrata-Onesite-EzTurn

Paper/Excel/Wall Boards

Key Packet Preparation

Electronic and Hard Key Extensive Tests to ensure all access keys, garage remote or amenity cards are all in working order.

Move-In Key Packets-Prepare all move-in packets with keys, move-in checklist and new resident communications-Pierce Education currently using electron move-in inspections, damage charge notification to document and efficiently cut down on time for your property team, new resident, and parents for the full move-in process

Vendors-Set Pre-Vendor and daily post vendor meetings to Over Communicate

Expectations-Checklist-Tracking Templates for Completion

Scheduling-Paint/Unit Clean/Carpet Clean

Invoicing Per the Contract-All Changes with Written Approval

Final Walks

Prepare Inspection Checklists

Move-In Gifts & WOW-Welcome Week Events-Promotional Giveaways

Resident Satisfaction-

-Prior to Move In:

-Requires frequent communication through email and social media. Need to communicate what to expect on move in day, what to bring and move in times.

-Set up a move in/ move out website where residents can go and find out any information that they would need.

-On Move In Day:

- Set a “FUN” stress free environment, schedule stations with stations that include vendors, organized keys, organized files, and a friendly atmosphere.
- Have you staff wear eye catching t-shirts that market renewals such as “Your Mom/Dad is HOT! Don’t make them move you again. RENEW TODAY!”
- Give away a branded swag bag filled with property promotional items and coupons for local vendors. Have t-shirts available to hand out to residents as well.
- Set up tables for vendors at the move in location to hand out food, drinks, etc. allowing them to also promote their local business.
- Create and schedule a Snapchat Filter for your move in location that residents can use and snap when they pick up keys.

At the Buildings:

- Have local police officers directing traffic in front and around the buildings.
- Get any necessary permits or street closures through the city ahead of time that will help keep the move in process running smoothly at the buildings.
- Have a moving company assist residents load and unload their belongings and keep elevators from being held open too long.
- Put renewal signage up on the doors reminding residents to renew early.
- Have maintenance and housekeeping on site at the buildings on move in day.
- Have a management staff walking the buildings to make sure that everything is running smoothly and there are no issues to address.
- If a resident has an issue, have management meet them inside their apartment and not where other residents can see them discussing the problem and so that the move in location doesn’t get cluttered.
 - Have move in times so that the elevators are not overheating or breaking down.

-Inside the apartment: Have a renewal magnet on the fridge, welcome packet in the common area and a welcome cling on the door

Audience Participation

Question & Answer

+

Thank you for your Valuable time today, I look forward to seeing you tomorrow for the Quarterly Inspection Session!

RESOURCE ARTICLES:

Surviving Student Housing Turns

<https://www.naahq.org/news-publications/units/february-2019/article/surviving-those-student-housing-turns>

Surviving Those Student Housing Turns



By [Peter Jakel, LTM](#)

Technology continues to play an increasing role in improving student housing's most chaotic season.

It's September. The air is cooling, lending crisp edges to warm days. Pumpkin spice is sneaking back onto menus everywhere. Football season is underway. And students have returned to their classes. If you work in student housing, that means you've just survived some of the most critical days of the calendar year.

Rather than taking a well-deserved rest, the days and weeks following are an ideal time to review processes and evaluate technologies. So Entrata brought together Student Housing experts from Aspen Heights, CA Ventures and The Collier Companies at the Entrata Summit in October to do just that.

The panelists discussed move-out processes, including communications best practices and the pros and cons of bulk move-outs vs. real-time move-outs where you click the move-out button as a resident turns in their keys. Each of the panelists used bulk move-outs for their latest turn.

"Bulk move-outs are a lot easier," says Meg Hainz, Systems Support Specialist at CA Ventures. "We do it with checklists. It gives our team a way to double-check the keys and fobs that are being returned and know which ones need to be replaced. Then you just bulk move-out everyone so you can start the make-ready process."

"We hope to use real-time move-outs in the future," adds Rebecca Herrin, Operations Analyst at Collier. "When you do bulk move-outs, you lose the collection of [individual] move-out reasons and that is so important. I think the biggest hesitation in student housing with doing real-time anything is the volume!"

The make-ready stage is next, and technology plays a big part in preparing a high volume of apartments. The traditional whiteboard is, according to the panelists, already obsolete and has been replaced with time-saving technologies and digital make-ready boards.

Some communities are transitioning to digital make-ready processes with spreadsheets used to generate lists for vendors. Some properties are taking advantage of inspections software to track the necessary work and populate make-ready boards automatically. Tasks that used to take a full day of work to complete are now done in minutes.

Looking at 2019, the need for advance prep and organization stands out.

"We had some sites that were rock stars and others that weren't. So, we want to make sure everything's approved and good to go so when it comes the time, all of that organization has been done beforehand," says Hainz.

Move-in day is always high energy when processes and people intersect. Panelists described tactics for keeping things moving and organized, including fast-pass move-ins. With the fast pass, students are able to take care of all required tasks before move-in occurs.

"We use our move-in board for tracking. So we know that first month's rent has been collected and utilities have been signed-up," says Chris Amrich, Business Process Manager at Aspen Heights. "If they've finished all of the items on the checklist, they

don't even have to get out of their car. It literally takes five seconds. We use iPads and search the move-in board. It tells us if they've completed all the items, so we can hand them a packet and click 'Perform Move-In' for a real-time move-in."

With lessons learned fresh in their minds, these student housing leaders are already making plans to implement improvements into this year's turn, including finding better ways to proactively complete move-in reviews and making checklists more dynamic. With a solid set of plans in place, now it really is time to sit back, relax and enjoy the season.

Maximize Efficiencies for Student Housing Turns

<https://www.multihousingnews.com/post/maximize-efficiencies-for-student-housing-turns-2/>

Maximize Efficiencies for Student Housing Turns

Student housing turns occur in a span of about two weeks

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It's nearly that time of year—when student housing owners and operators are preparing for the busiest season and the dreaded turnover. While conventional apartments have the luxury of spacing out turnovers throughout the year, student housing turns occur in a span of about two weeks. Compounding this, with about 60 percent of the units in student housing turning over at the end of July, approximately the same amount moves in during early August.

Because conventional apartments do not have the same volume of units turning over all at once, they can typically be turned by in-house maintenance staff, whereas student housing residences need to hire outside vendors, points out Miles Orth, executive vice president and chief operating officer of Campus Apartments Inc., which has a 30,000-bed portfolio throughout 24 states. “If you’re talking about an apartment community turning zero to 20 units in a month, that oftentimes can be done with the on-site team...because there are machines and systems today where relatively inexperienced people can do the work,” he tells MHN.

“If you’re used to spreading that cost of turn over 12 months based on rolling turns, to have that cost concentrated in the third quarter and not be prepared for that can have a huge loss on [your] income statement, so you need to manage cash to have so much loss incurred in the third quarter,” Orth asserts. (Speaking of costs, the industry average for turning student housing, according to Orth, is about \$135 to \$165 per bed. Campus Apartments’ average is \$140-\$145, mostly due to its vendor negotiations.)



“Your ability to negotiate is stronger the earlier you do it, so from a planning perspective, we have ironed out our contracts” early on, notes Orth. “The key is issuing RFPs to vendors so they know you’re soliciting bids. You never [want to] establish a situation where you keep using the same firm,” automatically; rather, you want to negotiate for your best price each year, and the earlier this is done, the more leverage you have.

It is also key to ensure the liability of said vendors, points out Jamie Swick, vice president of sales, Blue Mardon Inc., which supplies furniture for residential and commercial projects nationwide and whose primary focus is student housing.

“Liability of your vendors is a big element,” she points out. For example, “you need to be able to trust painters to go in [during the] allotted time frame, because if the painter is a day late, that can throw off everything.”

But simply hiring your vendors and ensuring they are responsible isn’t nearly enough in a student housing community. Preventative maintenance, for example, is key to ensuring the turnover process goes as smoothly—and quickly—as possible.

Campus Apartments, for one, begins to plan its turnover process six months before the turnover period itself actually begins, starting with a total key audit of the property. In addition, the company performs quarterly unit inspections to identify unit repairs early on, explains Orth. During this time, Campus Apartments assesses any damages that require repairs and bills residents accordingly, which tends to reduce damages accumulated at the end of the year—particularly after residents receive that first bill. The company also inspects units in February and May, and again at move-out. The repeated inspections, Orth has found, has led to a reduction in repairs required during the busiest time of the year.

As the turnover process itself begins, on-site maintenance staff needs to “understand the importance of move-out reports,” Swick tells MHN. “Not enough importance is placed on that—that’s where owners can recapture losses.”

After the report is complete and keys are collected, management should perform a detailed inspection of the apartment—of everything from floors and walls to ceilings, lights and cabinets—to determine the level of work that needs to be done, not only in each unit, but also in each individual bedroom, since student housing communities are leased on a by-the-bed basis.



And to make sure that the work is performed to its standards, Campus Apartments has a policy in place in which it must sign off on each unit before a contractor moves on to the next. “Because there are so many units turning at the same time, and the contractor’s objective is to move as fast as he can..we manage the approval process to make sure it’s meeting our satisfaction,” Orth tells MHN.

One method that Campus Apartments has in place during this process is a color-coded system, in which a piece of paper at the door of the unit identifies what work needs to be done in each bedroom and/or unit. This is helpful not only to management but also to the contractors themselves. And if a resident is still in the unit, he will know exactly what type of work to expect to be performed in his apartment.

Bedroom turns

One of the biggest differences between student housing developments and conventional apartments is that the former is leased on a by-bed basis, so turnovers may, in some cases, be performed by the bedroom. As a result, communities may be faced with a situation where one bedroom needs to be turned for a new student to move in, while other students are still occupying the remaining bedrooms of a particular unit.

In these situations, the key is communication—residents must be alerted to when maintenance will be accessing their units and who will be gaining access to said unit, says Orth. In student housing, in particular, management should try to work around the students’ schedules, so as not to disturb residents who may be studying for exams.

And while many companies are increasingly using green cleaning products and low-VOC materials, Orth recommends that work be performed when residents are not around. “Our preference is for [residents] not to be there” while work is being done, which usually takes place between 9 and 5:30, when students are in class and/or on campus. (One other easy eco-friendly strategy when turning over student housing units is to donate all left-behind belongings to a local charity, to maximize best waste management practices.)

With all the work involved during this time, Campus Apartments, like other student housing managers, expect all-hands to be on deck. But, to make sure its team is having fun, the company brings in treats—including massage therapists—for the staff to make

it somewhat more enjoyable. “It’s hard work and there’s a lot going on, but we want to make sure it’s a fun time, so that’s crucial for us,” Orth acknowledges.

Photo: From top to bottom, Star Pass in Tuscon, Ariz. (University of Arizona); College Row in Lancaster, Penn. (Franklin & Marshall College); Ram’s Pointe in Fort Collins, Colo. (Colorado State University).

7 Essential Strategies To-Nail the Perfect Student Turn

<https://happy.co/resources/7-essential-strategies-to-nail-the-perfect-student-turn>

Tips for A Successful Student Housing Turn

<https://blog.snapinspect.com/student-housing-property-turn/>

Tips for a Successful Student Housing Property Turn

- [Marcus King](#)
- [Student Housing, Uncategorized](#)
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Student housing is a unique industry based on one significant factor: once a year the entirety of their rent roll moves out. Two weeks later, students fill the rooms again. This is the “student housing property turn” or more commonly referred to as “a continuous two-week long nightmare.”

August: the month when college students come back to campus ready to mingle, catch up with friends and settle in for the semester ahead. For student housing managers and landlords alike, it’s cramming an entire year’s worth of work into two weeks. It’s safe to say the days building up to the start of the semester are a roller-coaster filled with emotion.

This is because property managers are trying to prepare their complexes for the massive influx of simultaneous move-ins.

Usually, when one of your tenants moves out a few things must happen. Move-out inspection, repair work, cleaning and then preparation for the next tenants to move in. This wouldn’t be so hard if it were just one property to cater to. However, with the average student housing population being around the 10,000 mark the workload involved with a student housing turn is phenomenal.

Conventional apartment complexes do not experience the same number of units turning over especially all at once. Because of this, they can deal with their own “turn” using only in-house maintenance staff.

Whereas on the other hand, student housing managers must employ additional contractors to combat the extra workload. Student housing presents the unique challenge of making all these moves in and outs at once which offers a new issue entirely. Below, we have rounded up the five of the most important things to consider as you enter the property turn.

Cover your back with property inspection software

Every property management business has different qualities that make them unique. For that very reason companies pick different software solutions depending on their needs. Student housing properties usually take a beating and are the cause of many tenant-landlord disputes.

Parents will question maintenance charges, repair work or cleaning demanding to see proof linking the damage to their children. With property inspection software and [the cloud](#), you can bring up the last move in report you conducted on the property and compare it to the current day situation, quickly silencing parents and moving processes along much quicker.

Make sure you have implemented a [property inspection software system](#) during the student housing property turn that can keep up with your workload, cover your back and most importantly save you money.

Provide your tenants with a move out checklist

Given that you are dealing with students, the move out process could be brand new to them. Make no room for time costly errors during your student housing property turn by providing your tenants with a move out checklist.

These can be as basic or in-depth as you desire. Below we have a few checkpoints you may want to include on your move out checklist to help deal with the student housing property turn.

Remove all your personal belongings from your room. Any items left behind go to the trash.

Take all rubbish out. Failure to remove all trash and other belongings will result in a cleaning fee

Ensure all drawers, wardrobes, shelving units, closets and other furnishings are empty and clean; return furniture to the original set up. Return all dishes, and utensils to the dining facility

Vacuum the carpet

Turn off all power and heating units

Claim mail from the campus mail room. Unclaimed mail and packages are returned to sender.

Close all windows.

Close and lock all doors

Return all keys to your Unit office. Do not leave them in the room or give them to a friend to return.

You must sign a form when returning keys

Get Creative

Campus orientations present an excellent opportunity to increase tenant population. Universities will not let you be on campus to promote your rooms, so you need to get creative and think outside the box.

A simple and effective way to market to these prospective tenants is to research where both the students and parents are staying during orientation week. In most cases, hotels will allow you to work with them and their guests.

Sponsor a buffet breakfast, hand out flyers, engage in organic conversation. Go above and beyond to get yourself out there and in front of the right people.

Could SnapInspect help you manage your student housing property turn?

SnapInspect covers it all. From generating due diligence reports using business intelligence to creating fully customizable checklists, SnapInspect has it covered. We have been helping student housing managers deal with the student property turn for many years. We know what you need and more importantly, we understand why you need it. Click here to see just how effective SnapInspect can be for even the busiest student housing manager.

Student Housing Turning Technology-Turn!

<https://www.realpage.com/blog/student-housing-turning-technology-turn/>

Student housing is unlike other types in one very important way: once a year, at the very same time, most of the residents vacate. And around two weeks later, the rooms are rented again. This “turn” is a short period in which an awful lot has to happen – the most significant being the inspection, repair, cleaning and preparation of the vacant units.

These days, automation has made what has traditionally been a stressful transition so much easier that it’s a wonder there are still properties relying on paper.

Creating a streamlined process

If you own or manage student housing, you’re aware that the following factors and more will come into play during the turn. It’s quite obviously a situation computers are ideal for: juggling multiple time-sensitive criteria to enable a streamlined, tightly controlled process.

- Move-in and move-out scheduling
- Move-out inspections (cleaning/ repair assessment)
- Service vendor sourcing and estimates
- Service vendor insurance
- Product vendor sourcing and estimates
- Product delivery and storage
- Job progress and completion tracking
- Final inspections
- Vendor payments
- Deposit deductions
- Deposit returns

The advantages of automation start long before the turn, assuming like most properties you plan well ahead. This is the time for sourcing and selecting vendors of the products and services you’ll need during those critical weeks, and a mish-mash of documents, contact managers, Rolodex’s and sticky notes is no match for a neatly organized electronic vendor management system. Software solutions for student housing now enable vendor sourcing, estimates, insurance verification, invoice management and payments.

During move-out or even pre-move-out inspections, portable devices become the heroes. Staff can use cell phones, tablets or other devices to enter cleaning and repair assessments directly into the property management system while viewing the unit. This not only eliminates duplicate data entry, but also the oversights and discrepancies that come with it. And because there's no time gap in collecting information, there's also no risk of returning a deposit to someone whose room damage simply hasn't shown up in the system yet.

What's more, the same mobile devices can be used to snap photos of damage as backup when angry parents call to ask why they're not getting their money back.

You can even give vendors access to the system, letting them adjust status themselves as they complete jobs, alerting staff that they're ready for inspection and sign-off.

A bird's-eye view

Automation now provides a birds-eye view of the status of every unit in the property. [RealPage's solution](#) uses color-coding to communicate status at a glance. Instant access to status allows staff to assign and shift vendors depending on priority, and to quickly answer requests concerning move-in dates.

Visibility into progress at the properties, along with the ability to view vendor, purchasing and other information, also benefits the corporate office – eliminating the need for phone calls or laborious reports. And it enables consistency across properties, with standardization of things like damage charges and policies.

Going vertical with vendors

Certain big-box vendors such as Home Depot have now integrated their catalogs and service offerings with solutions providers including RealPage. This means you can now source and schedule products and services all with one vendor – even have the vendor store and deliver products as needed to avoid storage problems.

The biggest advantage of having an integrated single vendor, of course (as with RealPage in the rental housing software business) is that a single entity handles everything from top to bottom, and takes responsibility. This can be big advantage over cobbling together multiple vendors, trying to coordinate them and dealing with finger-pointing when, say, the painter arrives before the carpenter is finished.

Of course, many properties have their favorite vendors, or wish to invite competitive bidding between entities rather than use a single source.

For many [student living properties](#), technology has transformed the turn from a dreaded annual nightmare into a seamless and elegant process that unfolds smoothly through its stages until the final room is checked off as ready for move-in. Today's solutions will save you time, money and innumerable headaches, so check into them if you haven't already.

Learn more how to turn the turn into more revenue. [Download this eBook!](#)

20 Ideas for ensuring a smooth student housing turn

<https://www.ilsnetwork.com/blog/20-ideas-for-ensuring-a-smooth-student-housing-turn>

I recently had the privilege of leading a group brainstorming discussion on the topic of student housing turn with managers in the Gainesville apartment market. I'm a marketing guy, so the extent of my "turn" knowledge is to make sure that I stay far, far

away from my clients while they're going through it. But given that these ideas came from some of the best managers in what is consistently labeled the "most competitive student housing market in the country," I wanted to share some of the things that the group came up with:

How can you prevent your vendors from flaking out?

1. Make sure that you have a well thought out backup plan in effect.
2. Check your references... do your homework.
3. Be clear with your expectations. Document details in a contract and send any updates via email. Meet one-on-one well before turn.
4. Test your vendors with a "mini-turn" before relying on them for your big turn.
5. Maintain relationships with multiple vendors.

What do you do if a vendor flakes out?

1. Keep your cool.
2. Work with the vendor to solve the problem.
3. Use your maintenance staff to fill in the gaps.
4. Whatever you do, don't give the key to a resident until the job is done.

How can you encourage tenants to move out on time?

1. Stay on top of renter's intentions. Ask them for their move-out date. Generally, they'll tell you what their plans are.
2. Be clear with the rules and expectations.
3. Communicate. Communicate. Communicate. Email, call, send flyers, use social media, chat with them face-to-face.
4. Communicate with co-signers by cc'ing them on emails or by reaching out to them directly.
5. Communication is easier if you started building a relationship with your residents from the first day that they moved into your community.

What should you do if a tenant doesn't move out on time?

1. Ask them what you can do to help them move. They might not want to actually squat at your property. Maybe you can help them find a moving van... or an extended stay.

How can you start the year off right on move-in day?

1. Ensure your leasing staff knows how critical a successful move-in day is to future retention.
2. Address & correct issues as quickly as possible, but make sure to communicate with residents throughout the process.

3. Plan a move-in party.
4. Send residents a *Welcome Home* card.
5. Survey your new residents to see how move-in went and to learn if there are any nagging issues that you need to address.

Managing and improving the make ready process

http://www.multifamilyexecutive.com/property-management/managing-and-improving-the-make-ready-process_o

Managing, and Improving, the Make-Ready Process

Managing a [three-day turnover](#) on a unit still holds strong as an industry-wide standard. But when it comes to ensuring quick turnovers across an entire community, the human element has to be every bit as diligent and precise as the [revenue management](#) software and other technology used during the process.

Some of the most successful ways to pick up every dollar off the table are using old-school methods to manage expirations, and essentially, good planning, in conjunction with property management and other types of software.

“Lease expiration management is the clear strategy to make sure there’s minimal downtime between each unit so you don’t have a bulk of apartments at the same time to turnover,” Peggy Daly, senior vice president at Dallas-based Behringer Harvard said at this year’s Multifamily Executive Conference. “[But] you can’t just turn it on. It still involves you managing the process.”

All panelists agreed that using boards and charts in addition to electronic methods can be helpful. The easy visual can allow leasing agents to glance and recognize quickly what number of leases they should be doing, and what their capture rate on renewals are.

Revenue management software has a tendency to keep things in check with what’s going in the market and can effectively knock you out of the cycle if you take a myopic view.

“Remember that there still should be a human component to it,” said Christopher Hilbert, president of real estate operations, Irvine, Calif.-based Steadfast Companies. “Ensure that we don’t have unintended consequences by the decisions we make.”

Walk-Throughs Are Key

That human component extends to the intricate planning of the individual units before beginning turnover work, starting with a walk-through of the unit once a [notice to vacate exists](#). Knowing what you're walking into before you hand over the keys to the maintenance or renovation staff is important will give you a handle on the scope, cost, and critically, the timing of the make-ready process.

"If you do your pre-inspections before they move out, you can figure out what you need," said Greg Lozinak, COO at [Chicago](#)-based Waterton Residential. "Service team can be out renovating [multiple] units without going back to the shop. It's a big time saver."

Managers should be checking in on the state of an apartment throughout the year, prior to the notice. Billing tenants for damages, if any, during the duration of the lease will cut down on future damages and turnover time. This is especially the case with student housing, Daly added, in which damage isn't just a vague possibility but something to be expected.

"When you endure a turn, minor issues will snag up the system," Daly said.

"Preventative maintenance is key. Don't have units in terrible condition when they move out."

Incentivize Staff for Swiftess

This system of preventative maintenance is flanked by a [well-trained staff](#), above all. From leasing agents to maintenance teams, having everyone knowledgeable about the goal can help ease turnover work.

One very effective way of doing that is by offering incentives based on the timing of make-ready days.

"Leasing agents have bonuses or they share the renewal bonus," said Kimberlee Schreiber, vice president at Marlton, N.J.-based Interstate Realty Management. "We incentivize the maintenance staff and there's a goal for number of make-ready days. If they beat that, there are earnings potential."

When everyone's bonus is tied together, it's understood that all employees must work together, thus having the reward put in place. "We've found a lot of good effect by

offering this incentive,” she added. “You’re not losing money when compared to vacancy.”

Some other tips include having leases expire on a Monday, so managers can pick up a few extra days of revenue. The reason Monday is so appealing is that most tenants will move out over the weekend or even a bit before, leaving time to schedule maintenance over the weekend while they're still paying rent for those extra days.

And for portfolios that come in at special times of the year, like military and student housing sectors, it’s difficult to get all apartments ready in time. Taking ideas from the hotel sector, you can have tenants who are waiting to move into their unit placed in a furnished unit until further notice.

“You pay rent on that unit, and have the belongings delivered later,” Schreiber said.

5 Tips for managing a smooth and successful turn

<http://studenthousingmatters.com/5-tips-for-managing-a-smooth-and-successful-turn/>

5 Tips for Managing a Smooth and Successful Turn

Managing a turn process in student housing can be a complicated task, especially when you have a short period of time to get it all done. At Millennium Hall, Paca and Tubman Houses, we have a range of summer student housing and summer conferences that require rooms being ready anywhere between two days and two weeks after spring closing. This year I found a few key things that helped get us through the madness just a bit easier than in years past. Here are my top 5 tips that I believe helped considerably in getting us through the transition this time around:

- 1) **Planning Ahead:** I’m talking months ahead. In thinking about years past and how stressed everyone was during turn, I realized I needed to do some better planning and preparing staff well in advance for what they should anticipate. Including them in the planning process is also key. This means everyone that will be involved in the turn process.
- 2) **Providing Necessities:** This doesn’t just involve tools and equipment needed to get the job done! Making sure staff have food, water, coffee and/or snacks on hand will help during long hours of work. Although I normally keep these things handy during the year, I make sure to have extra for those on the go.
- 3) **Frequent Check-Ins:** This is the one thing I believe helped the most. Anywhere between once or twice a day, I check in with the turn team to see where we are. Breaking turn into small components helped to keep the team on task, focus on small tasks at a time and not become overwhelmed by the big picture.
- 4) **Being Realistic:** I made sure that my team understood well in advance that this would be an extremely busy time of year and they should expect to work overtime to get it all done.
- 5) **Get in the Trenches:** As the leader of my team and knowing what I know about number 4, I need to help out where I can as well. I got involved in room inspections, damage billing and taking daily tasks off the plate of those directly involved in turn which helped minimize stress levels that I have seen in years past.