

PROPERTY ONBOARDING CHECKLIST

PROPERTY ONBOARDING CHECKLIST

Upon Notice of Acquisition (30-45 Days Out)

Operations & Property Management

Done	Checklist Items	Responsibility	Date	Comments
	Organize take over team			
	Complete Due Diligence			
	Review contract summary			
	Discuss pending open legal matters			
	IM & VP to submit copy of Management Agreement to legal for review of Special Provisions			
	Receive Executed PMA, Approved by Legal			
	Submit NPRS request			RVP Approval if PMA is not Finalized. HR notice completed with NPRS.
	Complete New Property Questionnaire			
	Present proposed budget to owner for approval			
	<ul style="list-style-type: none"> Budget approved by client 			
	Present proposed required rental criteria to owner for approval			
	<ul style="list-style-type: none"> Rental Criteria approved by client 			

Systems & Technology

Done	Checklist Items	Responsibility	Date	Comments
	Complete systems setup template or obtain required reports for software conversion			3 days from receiving info from setup team
	Complete New Property Systems Matrix			
	Verify Yardi property number			
	Setup email addresses			
	Verify setup of logins for screening, Yardi/OneSite, KRONOS, UltiPro			
	Place order for required computers/electronic equipment			

Vendor Management

Done	Checklist Items	Responsibility	Date	Comments
	Review vendor contracts w/ owner to assess which to keep and cancel			
	Contract cancellations/management change letter to be sent to vendors 30-45 days prior to sale			
	Contact Treasury Service Manager as soon as possible regarding any special banking requirements.			
	Provide remaining vendors with Compliance Depot requirements			
	Provide cancellation notices to any utility companies to not be retained			
	Identify and arrange for all new utilities to be activated.			
	Submit new contract requests for ancillary services			
	Utility Billing			Synergy (30-60 day setup)
	Credit Screening			
	Leasing Portals (website)			
	Surety Bond Program (Sure Deposit)			
	Resident Portal			

PROPERTY ONBOARDING CHECKLIST

Compliance Depot			
Spend Management			
Renter's Insurance			
Credit Screening Company			
Blue Moon			
NAA or local affiliate registration			
Payments (check scanner, online resident payments)			
Craigslist Posting tool			
Mobile website			
Unit availability			
Lead Tracking			
Call Center			
Bad Debt Collection			
Revenue Management			

H.R. & Benefits

Done	Checklist Items	Responsibility	Date	Comments
	Notify HR of the upcoming property acquisition			Completed with NPRS.
	Complete acquisition spreadsheet with new hire's information. HR will provide this to the Investment Manager upon notification.			Prior to first day of team member employment
	Review/Hire staff			
	Pre-employment interview with all current employees, standard questions for all interviews			
	HR assist at site level with filling out new hire paperwork, screening, directions to drug test facility, explain benefits, etc.			
	Offer letter submitted to employees			
	Process new hire paperwork			
	Contact HR regarding benefits information for staff including tenure, benefits, pre-deducts.			

Risk Management

Done	Checklist Items	Responsibility	Date	Comments
	Complete the Safety Compliance Checklist and return to mhenry@pinnaclefamily.com			

Marketing

Done	Checklist Items	Responsibility	Date	Comments
	Forward URL, website info and all community logos and photos to marketing@pinnaclefamily.com			
	Order marketing acquisition kit from Benson Media: Pinnacle Store:			

Accounting

Done	Checklist Items	Responsibility	Date	Comments
	Contact Treasury Service Manager as soon as possible regarding any special banking requirements.			
	Verify Accounting has property id number and required information for bank account setup.			
	Begin pro-rations calculations ("for sales" only)			

7 Days Prior to Acquisition

PROPERTY ONBOARDING CHECKLIST

Operations & Property Management				
Done	Checklist Items	Responsibility	Date	Comments
	Prepare resident notification of change of management (see Error! Reference source not found.)			
	Walk all vacant units (if possible)			
	Obtain copy of executed management agreement			
	Complete Management Abstract			
	Prepare Pinnacle binders:			
	Emergency Contact list			
	Quick guides			
	Copies of applications			
	lease packets			
	Property data sheet			
	Copies of contracts			
	User ID and Passwords for all services, listed by employee			
	Staff training schedule			
	Copy of W-9s			
	Property inventory list			
	Incident report procedure			
	Bank account information			
	Prepare resident notification of change of management (see Error! Reference source not found.)			
	Walk all vacant units (if possible)			
	Obtain copy of executed management agreement			
	Complete Management Abstract			
	Prepare Pinnacle binders:			
	Emergency Contact list			
	Quick guides			
	Copies of applications			
	lease packets			
	Property data sheet			
	Copies of contracts			
	User ID and Passwords for all services, listed by employee			
	Staff training schedule			
	Copy of W-9s			
	Property inventory list			
	Incident report procedure			
	Bank account information			
	Determine plan of action for tracking resident activity and processing applications (see New Community Activity Workbook)			
Systems & Technology				
Done	Checklist Items	Responsibility	Date	Comments

PROPERTY ONBOARDING CHECKLIST

Obtain new email address for property and forward to prior agent's IT contact to arrange for forwarding of emails.

Vendor Management

Done	Checklist Items	Responsibility	Date	Comments
	Identify and arrange for all new utilities to be activated.			
	Utility Transfers: and meter reads scheduled	Confirm all transfers complete		
	Setup FedEx account (if applicable)			

H.R. & Benefits

Done	Checklist Items	Responsibility	Date	Comments
	New Hire paperwork completed			
	Confirm with HR: Order employment posters for property office			

Risk Management

Done	Checklist Items	Responsibility	Date	Comments
	Obtain certificates of insurance for General Liability, Property and Auto; and incident routing information for the owner and/or insurance carrier.			

Accounting

Done	Checklist Items	Responsibility	Date	Comments
	Verify with Accounting all bank accounts are setup and ready and property Accounting property contacts			
	Order property stamp and deposit slips			

Training

Done	Checklist Items	Responsibility	Date	Comments
	Train Mgr and Asst Mgr on completing reports			

1st Day of Acquisition

Operations & Property Management

Done	Checklist Items	Responsibility	Date	Comments
	Schedule and complete staff meeting with all employees			
	Review Operations- Policy and Procedure			
	Review Accident Reporting process with staff			
	Verify property inventory list			
	Review summary of resident issues			
	Collect all keys to building			
	Collect all master keys and destroy			
	Confirm individual property keys have not been substituted with master key			
	Collect all keys/fobs from associates not remaining with Pinnacle			
	Obtain logon and passwords for Key Track and Key Fob systems (if applicable)			
	Confirm keys to all doors, cabinets, safes, amenity and maintenance areas work			
	Identify location of golf carts and collect keys			
	Secure all known property keys in a locked cabinet if available			
	Reset all alarms and users			
	Reset safe combination/password (if applicable)			
	Obtain voicemail passwords and reset voicemail settings. Have provider reset if needed.			

PROPERTY ONBOARDING CHECKLIST

Check all current messages			
Phone Operation Instructions (call forwarding, conference, checking, voicemail, etc.)			
Architectural plans Obtained			
Reset all gate codes and notify residents			
Distribute resident welcome letter (English and Spanish?)			
Schedule resident meet and greet			
Establish emergency contact list for local police, fire departments, and courtesy officers, if applicable.			
Locate and review all pending:			
Move ins- prepare leases			
Applications- process			
Move outs- process			
SODAs- finalize any not processed			
Setup office			
Compile office supply list			
Display all appropriate signs (no cash accepted, etc.)			
Review/sign all employee lease agreements			
Secure all lease documents in locked room			
Setup temporary Pinnacle leasing drawers as listed below:			
Rental Application			
Deposit Received			
Site Plan			
Notice to vacate			
Follow up cards			
Guest Cards/Guest Card follow up			
Community Welcome Letter			
M/I-M/O Inspection			
Resident Communication Log			
File audit Check list			
Rental Agreements			
Sure deposit			
Renters Insurance			
Rental Payment			

Systems & Technology

Done	Checklist Items	Responsibility	Date	Comments
	Obtain the following reports from prior management system:			
	Rent Roll w/ Lease charges			
	Aged Delinquency			
	Prepaid Report			
	Security Deposit			

PROPERTY ONBOARDING CHECKLIST

Lease Expiration dated 01/01/1901 - 12/31/2099			
Unit Availability w/ amenities			
Concession Matrix			
Market Rent Schedule			
Amenity listing report by unit			
All Resident Ledgers printed (need Past/Current/Notice/Applicants)			
All YieldStar Reports			
Verify employee access to all systems			
IT to run diagnostics on all computers and printers, note serial #s, back up all data			
Implement manual data tracking sheet until leasing software is live			

Vendor Management

Done	Checklist Items	Responsibility	Date	Comments
	Confirm completed meter read with utility companies (new purchases only)			
	Verify accounts have been established and emergency contact information updated for the following services:			
	Telephone			
	Answering Service			
	Pagers			
	Fire Monitoring System			
	Surveillance Camera			
	Security Alarm Monitoring			
	Cable modem/DSL Internet			
	Alarm System			
	Security Patrol			
	Elevator			
	Garage Door Service			
	Obtain W-9s for all open invoices			
	Forward copies of all open invoices and W-9's and forward to Client Reporting Acquisitions Manager			
	Obtain active vendor list from prior management company and forward to Acquisitions Manager in Client Reporting (see Appendix I: Pinnacle Resources List.			
	Obtain contracts for any contracted vendors retained and load into Compliance Depot			
	If Pitney Bowes used: check account and billing			

H.R. & Benefits

Done	Checklist Items	Responsibility	Date	Comments
	New Hires and IM to complete all remaining New Hire electronic processes			
	Ensure manual time card is in place until UltiPro access is setup			

Marketing

Done	Checklist Items	Responsibility	Date	Comments
	Assign marketing tasks			

PROPERTY ONBOARDING CHECKLIST

	Update all advertising with new management company, hours, amenities, pricing, logos, etc.			
Accounting				
Done	Checklist Items	Responsibility	Date	Comments
	Complete petty cash fund agreement with staff			
Maintenance				
Done	Checklist Items	Responsibility	Date	Comments
	Change Locks on all doors			
	Setup Preventative Maintenance Schedule			
	Establish emergency plan and review with all staff			
	Review pending work orders			
	Walk vacant units for scheduled move ins			
	Walk all vacant units and access make ready status			
1st Week of Transition				
Operations & Property Management				
Done	Checklist Items	Responsibility	Date	Comments
	Complete product knowledge check list			
	Setup lease expiration management program			
	Begin copying and setup of Pinnacle Forms			
	Follow up on lease file items as needed			
	Verify ALL data in Yardi is correct			
	Confirm conversion reports and Yardi data are correct			
Systems & Technology				
Done	Checklist Items	Responsibility	Date	Comments
	Verify all new system reports are correct			Upon notification from Setups team
Risk Management				
Done	Checklist Items	Responsibility	Date	Comments
	Issue Personal Protective Equipment (PPE) to maintenance staff and upload PPE Disbursement forms into employee files			
	Complete the Risk safety training courses as outlined in the Learning and Development Training Schedule			
Marketing				
Done	Checklist Items	Responsibility	Date	Comments
	Work with Pinnacle's marketing team and prior agent to transfer custom URL to Pinnacle			
Training				
Done	Checklist Items	Responsibility	Date	Comments
	Begin Training: Fair housing, RealPage, Yardi, PACE, etc.			
30 Days Post Transition				
Operations & Property Management				
Done	Checklist Items	Responsibility	Date	Comments
	Complete Full File Audit			

PROPERTY ONBOARDING CHECKLIST

Complete File Audit Corrections				
Confirm parking assignments are correct. Adjust as needed and notify residents				
Ensure all resident ledgers stored within resident file				
Obtain all required business licensing and permits				
Permits and Inspections:				
Pool				
Boiler				
Elevator				
Privilege Tax				
Fire Alarm				
Certificate of Occupancy				
Multi Family				
Fire Extinguisher				
Termite				
Lead				
Asbestos				
Implement daily checklist for opening/closing office				
Review lease expirations				
Setup Leasing Goals Board				
Leasing Sparkle Bucket:				
Glass cleaner				
Duster				
Swiffer				
Paper towels				
Air freshener				
Light bulbs				
Setup Move in packets				
Evaluate models				
Evaluate Fitness Center				
Evaluate Business Center/Clubhouse				
Evaluate Mailroom/laundry/vending areas				
Risk Management				
Done	Checklist Items	Responsibility	Date	Comments
	MSDS Binder Setup			
	One in Office			
	One in Maintenance			
	Review liability issues and plan of action			
	Create an Emergency Operations Plan			

PROPERTY ONBOARDING CHECKLIST

	Create an Environmental, Health and Safety Binder			
Marketing				
Done	Checklist Items	Responsibility	Date	Comments
	Visit sub-market competition			
	Complete initial market survey			
Accounting				
Done	Checklist Items	Responsibility	Date	Comments
	Review pending invoices			
	Review Delinquent/prepaid			
	Send balance due/credit letters			
	Order safe or other secure device for checks			
Training				
Done	Checklist Items	Responsibility	Date	Comments
	Complete all required training			
60 Days Post Transition				
Accounting				
Done	Checklist Items	Responsibility	Date	Comments
	Accounting to upload Approved Budget			
90 Days Post Transition				
Operations & Property Management				
Done	Checklist Items	Responsibility	Date	Comments
	Complete Transition Report			