

# Property Management Systems & Procedures Manual

***Complete Operating Procedures for Professional Property Management***

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## 1. Tenant Screening Process

### **Overview**

A thorough tenant screening process is essential for protecting your investment and ensuring reliable rental income. This section outlines our standardized screening procedures.

### **Screening Criteria**

- Credit Score: Minimum 650 (or 600 with additional deposit)
- Income: 3x monthly rent in verifiable income
- Employment: Minimum 1 year at current job or 2 years in same field
- Rental History: No evictions in past 7 years
- Criminal Background: No felonies in past 7 years
- References: 2 professional and 2 personal references

### **Required Documentation**

- Completed rental application
- Government-issued photo ID
- Last 2 months pay stubs
- Last 2 years tax returns (self-employed)
- Bank statements (3 months)
- Letter of employment
- Previous landlord references

### 3. Move-In Procedures

#### ***Pre-Move-In Checklist***

- Conduct thorough property inspection with photos
- Complete move-in inspection form with tenant
- Test all appliances and systems
- Change locks and provide new keys
- Update utility accounts
- Provide tenant with emergency contact information
- Review lease terms and house rules
- Collect first month's rent and security deposit
- Provide welcome packet with local information

#### ***Tenant Welcome Packet Contents***

- Copy of signed lease agreement
- Property rules and regulations
- Maintenance request procedures
- Emergency contact numbers
- Utility company information
- Trash collection schedule
- Local area information
- Move-in inspection report

## Sample Forms

This manual includes the following forms and templates:

- Rental Application Form
- Tenant Screening Checklist
- Move-In Inspection Report
- Maintenance Request Form
- Notice to Enter
- Late Rent Notice
- Lease Renewal Letter
- Move-Out Inspection Report