## Section 3 - Turnover Maintenance

### 3.1 General

Scheduling turnover maintenance is a key function of every Community Manager and must be given top priority. GMI's policy is to complete turnover in five working days on every apartment. This goal is accomplished by precise planning and organization.

The first crucial step in assuring the new resident the desirability of the community is to present them with a carefully prepared apartment. If the new resident recognizes the quality services provided at move-in, they tend to better appreciate the community and are less likely to submit unrealistic maintenance complaints. Although turnover maintenance is time consuming for the Community Manager, it is repeatedly paid back later in dealing with a satisfied customer.

Pre-vacancies inspections are critical to the success of the turnover process. Once a notice to move out is provided and entered into Onesite the work orders are generated in Onesite. Eight work orders will be produced when the Notice to Vacate is entered into the system to order and track the standard needs to turnover a vacant apartment. Work orders are produced for the Pre-vacancy Inspection, Keys In, Move out Inspection, Painting, Cleaning, Carpet, Maintenance, and Final Inspection.

Any expenses above the normal contracted turnover cost should be pre-approved by employee responsible for inspecting units.

A time-table is shown below for completing the various tasks. For the sake of clarity, all actions required will be within the defined time frame beginning with the first day of the month or the day we receive the keys from the existing resident, whichever is earlier. The time frames for the various tasks are as follows. It is important to note that this time frame includes ALL turnover units for the month and is the maximum time allowed.

| | |
|---|---|
| Pre Vacancy Inspection | 30/60 day prior to move out |
| Keys In/Move-Out Inspection | Day 1 |
| Trash Out/Pre-Maintenance | Day 1 |
| Exterminate | Day 1 |
| Drywall | Day 2 |
| Painting | Day 2 |
| Maintenance | Day 3 |
| Carpet/Floors | Day 4 |
| Cleaning | Day 5 |
| Final Maintenance | Day 5 |
| Final Inspection | Day 5 |

The above schedule includes all units which have vacated, whether rented or not. The goal is to have every apartment ready for occupancy no later than the 5th working day of the month or five working days after the keys are received. The efficiency of turnover is essential in controlling the excessive cost of apartments sitting vacant.

## 3.2 Turnover Status Board (Optional)

The Turnover Status Board is available in two formats one; the physical Turnover Status Board (optional) and two; the Make Ready Board which is located Onesite. The information on the physical Turnover Status Board must always match the information on Make Ready Board in Onesite.

The objective of using the Turnover Status Board is to have a visual control of unit preparation. The design is simple and straightforward, allowing anyone to instantly see the status and level of preparation of all vacant units in the community. This valuable tool is to be used by the Marketing Consultants and Maintenance in assessing the availability of apartments.

The system is designed to guide the Team Member through the various steps of apartment preparation on a defined schedule. The ability to flag the delays in processing so that appropriate action may be taken is also an important feature. Experience shows that when apartments are not renting, it is often because they are not ready. Allowing apartments to stand vacant and unrentable is the first sign of poor management. It wastes advertising dollars and creates a credibility gap for the Marketing Consultants. In addition to the regular apartment inspections by the Community Manager, the Regional Property Manager is responsibility for spot checks.

The physical design components of the system could be Lucite covered board with a washable marker or a peg board with color coded tags. The physical design may vary from community to community although its use and effect will be universal. The column heading should follow those listed below which are applicable to the community.

Building Number, Apartment Number, Size (1, 2, 3 BR), and move-out date …

Pre Vacancy Inspection
Receipt of Keys
Initial Inspection
Trash Out/Pre-Maintenance
Exterminate
Painting Complete & Drywall Complete
Maintenance Complete
Carpet/Floors
Cleaning Complete
Final Maintenance
Final Inspection
Move-in Date
Comments; i.e. Rehab, replace flooring, etc.

Although the Turnover Status Board shows the sequence of work after the apartment has vacated, there are a number of functions that begin when a vacate notice is received.

A. When a notice is received or a vacancy found, it must be entered on the Turnover Status Board.

B. On the 6th of the month (preceding the vacate date) after all the proper notices to vacate have been received, the Community Manager of a typical community should undertake the following actions:

1. Notify the painting contractor of the units expected to vacate at the end of the month; the size, the address, etc.
2. Notify the exterminating firm of all units vacating by the end of the month.

3. Notifying any apartment cleaning contractor or carpet cleaning firm that might be used as appropriate.

C. A Pre-Vacancy Inspection must be completed no later than the 10th day after notice is received. Whenever possible the resident should be advised of the exact date and time and the Community Manager and Maintenance Technician should be present. In large communities, the Maintenance Supervisor will inspect and assign turnover units to a Technician.

## 3.3 Pre-Vacancy Inspection

The purpose of the Pre-Vacancy Inspection is two-fold. First, all minor maintenance repairs should be attended to immediately. Examples are:

Toilet running
Leaky faucets
Garbage disposal jammed
Closet door off track

The more important function is a visual inspection to estimate the extent of the work needed to complete the turnover. Major items should be repaired or replaced after the resident moves out. The Community Manager and Technician's intent should not be to probe into the resident's personal belongings. The intent should be to assess the condition of the apartment. Among other things, the following should be noted on the Pre-Vacancy Inspection Form

Appliances
Standard paint or double coat needed
Drywall Damages
Carpet/Floor Damages

Cabinet Damages
Countertops
Tub/Shower re-glazed
Screens Missing/Damaged
Rehab
Features unique to this apartment; i.e., color of appliances

The Maintenance Technician is responsible for checking the inventory, assessing what parts and supplies need to be ordered and notifying the Community Manager of such.

Five days before the vacate date, the Community Manager must contact the utility company and arrange to have the utilities switched to the community on the first of the month. If keys are submitted early, the utility should be switched as of the date we receive the keys.

### 3.4 First of the Month

It should be understood that when a resident submits a vacate notice for the end of the month, GMI may take legal possession on the first day of the subsequent month. The apartment should be inspected regardless keys were turned in or not. If appears as if the apartment is still being lived-in, the Community Manager must attempt to contact the resident and notify the Regional Property Manager. Based upon the information received and an inspection, if necessary, the Regional Property Manager will advise the Community Manager what action to take. On the first of the month, the timing for each function of the preparation begins, e.g., 24 hour maximum for Initial Inspection.

### 3.5 Receipt of Keys

As the keys are received, the person accepting the keys will label the keys, using a temporary tag and file them in the secured key cabinet or a pre-designated area for vacant apartments. In either case, the keys must be locked overnight.

If the vacancy is the result of a skip or eviction, the date listed in Receipt of Keys should be the date that GMI took legal possession.

If the vacancy is a result of an eviction or skip, the locks must be changed immediately.

### 3.6 Initial Inspection

Within 24 hours of the first of the month or receipt of the keys, whichever is earlier, all units must be inspected using the standard Apartment Inspection Record. If any item of value or of questionable value is left in the apartment, it must be removed to a designated area for inspection by the Regional Property Manager. Under no circumstances are items that are left in the units to be taken by employees or contractors of GMI for personal possession or use. The Community Manager should take photographs of major damages that will result in resident charges. During the

initial inspection, the thermostat must be set at 55$^{o}$ during winter months, the fan on only during the summer months, and turned off during any other time of the year.

### 3.7 Trash Out / Pre-Maintenance

Immediately following the Initial Inspection, the team members should be instructed to enter the apartments for the purpose of trashing them out. In addition, the Maintenance Technician must complete the following:

Pull refrigerator away from wall & set thermostat to minimum

Pull electric stoves or gas stoves with flex lines away from the wall

Remove switch and outlet plates if standard action

Drop light fixtures and remove globes

Brush dust off all vent/dividers

Fog apartment if necessary

Check for leaks (ceiling)

Turn off hot water heater at breaker

### 3.8 Extermination

All vacant apartments must be exterminated as part of the turnover maintenance program. The exterminating contractor should be notified twenty days prior to the vacate date with a list of apartment addresses. If infestation of roaches, fleas, etc. is found, the contractor should be contacted immediately and take action as quickly as possible.

### 3.9 Drywall

When drywall work is needed, the Community Manager must inspect the drywall damages with the contractor. Generally, the contractor will verbally give the cost during the inspection. Based on the Community Manager's personal knowledge that the price is reasonable, a Purchase Order should be issued and the work completed.

Upon completion of the work, the drywall contractor must come to the Community Office and request an inspection of the work. When the Community Manager has inspected and is satisfied with the work, the Turnover Status Board should indicate the drywall is complete.

### 3.10 Painting

The paint contractor is responsible for submitting a proposal with the prices for standard painting and double coating on all sizes of apartments in the community. Specific items, such as painting the interior medicine cabinet, if applicable, should be noted in the proposal.

The painting contractor should be assigned specific apartments twenty days prior to the vacate date, by the Community Manager.

The painter must come to the Community Office and check off each apartment as they are completed and request an inspection of their work by a GMI Team Member.

Never commit your entire turnover painting to one contractor unless the turnover is below 10 units. Painting contractors must be willing to work on weekends or they should not be used.

Do not employ any contractor without specific approval from the Regional Property Manager. Painting contractors must be on the GMI Approved Vendors List.

### 3.11 Maintenance

Generally, maintenance personnel should go in after the painter and before the cleaner, to undertake normal turnover apartment preparation such as caulking the tub, repairs to appliances, adjusting doors, Venetian blinds, etc. Other examples of turnover maintenance are:

Changing the filter

Checking all window pins and locks

Checking smoke detectors/CO detector

Checking all water conservation items i.e., shower heads, ball cocks, aerators, leaking faucets and flappers

Repair/replace damaged floors

Check balcony decks and railings

### 3.12 Window Coverings

Window coverings should never be left in the open position, but should always be lowered to preclude the obvious appearance of excessive vacancy on the property.

All Venetian, mini and vertical blinds must be removed, repaired, cleaned, and reinstalled. Window shades must be removed, cleaned or replaced and reinstalled.

The time that window coverings are away from the window should be minimal.

### 3.13 Carpet/Floors

Existing carpet must be shampooed. Carpet repairs should be considered when the damage is limited to a small area. If the carpet is repaired, shampooing should occur after the repair. If it was determined that the carpet should be replaced, the pad is to be inspected to determine if it can be re-used. All new carpet should be vacuumed by the installing contractor.

Parquet floors should be cleaned and waxed. In some cases, damaged parquet can be sanded and sealed. In other cases, damaged tile should be replaced. If a large portion of tile is damaged, consideration should be given to carpet installation.

### 3.14 Cleaning

The cleaning contractor is responsible for submitting a proposal with the prices for standard cleaning on all sizes of apartments in the community.

In addition, the proposals should include pricing for extra dirty stove, refrigerator, etc.

The cleaning contractor should be assigned specific apartments twenty days prior to the vacate date, by the Community Manager. Do not employ any contractor without specific approval from the Regional Property Manager. Cleaning contractors must be on the GMI Approved Vendors List.

Some communities use employees for turnover cleaning. Whether an in-house employee or a cleaning contractor, these general guidelines should be followed. The cleaner must come to the Community Office and check off each apartment as they are completed and request an inspection of their work by a GMI Team Member.

Some items frequently overlooked by cleaners that should be checked by the Community Manager are:

Light Switches

Windows, inside and out when accessible

Window tracks and frames

Fans (bath and stove)

Top of cabinets

Tile floors

## 3.15 Final Maintenance

Final Maintenance is necessary to complete the turnover preparation. All items should be checked to ensure it is operating as intended (i.e. doors latch, dishwasher drains, and cabinet doors secure). Among other items, the following must be completed if applicable to the community:

Install beauty caps on toilet

Put stove and refrigerator in place

Re-install Globes, Switches and outlets

Door knobs and stops

Be sure all appliances are working

Install screens as needed

Be sure pilots are lit

Replace locks and keys - If the vacancy is a result of an eviction or skip, the locks must be changed at Pre-Maintenance.

Set thermostat at $55^0$ in winter, turn fan on only in summer

Be sure lights, etc. are off

Insert name tags if rented

Check window locks

Turn on hot water heater

## 3.16 Final Inspection

All phases of preparation have now been completed; Initial Inspection, Trash Out, Extermination, Painting, Cleaning, and Maintenance. The Final Inspection is for the purpose of insuring the proper performance of all workers during the preparation sequence. All aspects of the unit preparation are evaluated at this time. Upon acceptance of the unit being totally ready for occupancy, the Community Manager will post the date of Final Inspection.

If all items are not completed, for example, if the painter failed to paint two closets and a door, the Community Manager will call for immediate corrective action. Excessive call-backs should be considered in retaining contractors.

## 3.17 Move-In Date

As soon as the apartment has been rented, the applicant's move-in date should be entered on the Turnover Status Board.

If the apartment is not occupied within one week, the Maintenance Technician should flush the toilet to remove debris. If the apartment is vacant two weeks or more, the Community Manager should consider touch-up cleaning on the day before move-in.

At least every 12 days, the Community Manager must have personally inspected each vacant apartment. There is no other way for the Community Manager to be sure that vacant apartments are presentable for showing.

In all instances, the Community Manager or the Assistant Community Manager in large communities must personally inspect the apartment 24 hours before move-in.

## 3.18 Turnover Rehab

In some communities, turnover apartments are being rehabbed. This function involves the replacement of appliances, kitchen cabinets, and vanities which have become worn over a prolonged period of time. The number of apartments and the timing involved has been established at budget time and that information is forwarded to the Community Manager by the Regional Property Manager.

Although the number of units being rehabbed in a particular community may have some impact on the scheduling, the guidelines listed below should be followed.

Turnover rehabs must be followed by using the most current GMI Apartment Renovation Scope (GMI Rehab Scope). Any changes to the scope of work must be approved by the Vice President of Operations.

On the first day of the month, the Community Manager must complete the Apartment Inspection Record (I001). During the inspection, the Community Manager must remove or mark any item to be kept by the community which is normally replaced during Rehab. As a general rule, appliances under ten years old are kept as well as cabinets, vanities, countertops, etc., which are in good condition. Items not kept by the community will either be disposed of by the Rehab contractor or sold to an outside source. The decision to sell the appliances is based upon the average number of rehabs performed. The Community Manager retains first right to salvage any appliances or equipment. The Community Manager should make a diligent effort to remove the salvageable items within 24 hours of Initial Inspection. A delay in the removal will hamper the contractors and delay the completion of the Rehab.

Trash Out should be modified as follows. The Maintenance Technician does not need to perform any action relating to the items that will be replaced. However, all interior cut-off valves must be checked and changed as necessary by the Maintenance Technician. Experience has shown that many valves are in need of

replacement. Assigning the Maintenance Technician this task enables the Community Manager to notify all affected residents of the time period that the water will be off.

The rehab contractor will generally pick up the keys on the second or third of the month. They must sign the Key Log and they are responsible for the keys until they are returned at completion.

The contract calls for completion in 10 working days. This is the maximum time allowed. Upon completion, a contractor representative with Community Manager or Maintenance Supervisor will complete a final inspect. For the purposes of the timetable described earlier, the day that the keys are returned is Day One.

In communities where Rehab is being performed, the Turnover Status Board should reflect a column labeled Rehab. Also, negotiations should be made with the cleaning contractors for a reduced rate.

Documents Associated with Section 3 Turnover Maintenance

Forms:

Apartment Inspection Record (# I001)
Pre-Vacancy Inspection (# I008)
Key Log (#L012)

Other Documents:

GMI Apartment Renovation Scope (GMI Rehab Scope)