

SOP Template: Move-in and Move-out Procedures for Tenants

This SOP details the **move-in and move-out procedures for tenants**, covering the step-by-step process for tenant orientation during move-in, inspection and documentation of property condition, key handover protocols, guidelines for final walkthroughs, cleaning and maintenance responsibilities, handling security deposits, and addressing tenant concerns. The objective is to ensure a smooth transition for tenants while protecting the property and maintaining clear communication between landlords and tenants.

1. Move-in Procedures

- **1.1 Tenant Orientation**
 - Introduce tenant to property features, rules, and emergency procedures.
 - Provide tenant handbook and contact information for property management.
- **1.2 Property Condition Inspection & Documentation**
 - Conduct a joint walkthrough with the tenant.
 - Complete and sign a move-in inspection checklist noting the condition of walls, floors, appliances, fixtures, etc.
 - Take dated photographs for written documentation.
 - Both landlord and tenant retain copies of the signed checklist and photos.
- **1.3 Key Handover Protocols**
 - Issue all necessary keys/remotes to the tenant (apartment, mailbox, amenities, etc.).
 - Record the key handover in writing, with both parties signing acknowledgment.
- **1.4 Utilities and Services**
 - Ensure transfer of utilities into tenant's name as required.
 - Provide instructions for accessing or setting up essential services.

2. Move-out Procedures

- **2.1 Notice of Intent to Vacate**
 - Receive written notice from tenant per lease requirements (typically 30 days prior).
 - Confirm move-out date with the tenant.
- **2.2 Pre-Move-out Inspection**
 - Offer a pre-move-out walkthrough to advise on potential deductions and cleaning requirements.
 - Provide a move-out checklist to tenant.
- **2.3 Cleaning and Maintenance Responsibilities**
 - Ensure tenant understands expectations for cleanliness (e.g., appliances, floors, bathrooms).
 - Arrange for professional cleaning if tenant elects not to perform required tasks (cost may be deducted from deposit).
 - Repair tenant-caused damage beyond normal wear and tear as needed.
- **2.4 Final Walkthrough & Inspection**
 - Conduct a final inspection on move-out day with the tenant present, if possible.
 - Update the move-in inspection checklist and photograph property condition.
- **2.5 Key Return & Handover**
 - Collect all keys, remotes, and access devices.
 - Provide written confirmation of key return.

- **2.6 Security Deposit Handling**

- Itemize and deduct costs for cleaning, repairs, and unpaid rent (if applicable), with explanations and receipts.
- Return remaining deposit within the legally required timeframe.
- Provide written statement of any deductions made from the deposit.

- **2.7 Exit Interview & Addressing Tenant Concerns**

- Provide opportunity for tenant to give feedback via an exit interview/survey.
- Address any concerns, questions, or disputes promptly and professionally.

3. Documentation & Record-Keeping

- Maintain complete records of all inspection checklists, photographs, communications, and deposit transactions for legal compliance and future reference.
- Ensure confidentiality and safe storage of tenant records.

4. Communication

- Keep communication clear, timely, and professional at all stages.
- Provide contact information for questions before, during, and after the transition process.