SOP: Tenant Onboarding and Lease Agreement Processing

This SOP details the **tenant onboarding and lease agreement processing** procedures, including tenant application review, background and credit checks, lease document preparation, lease agreement execution, tenant orientation, and move-in coordination. The purpose is to ensure a smooth and compliant onboarding experience, maintain clear communication, and establish legally binding lease agreements that protect both landlord and tenant rights.

Process Owner

Property Manager / Leasing Coordinator

Scope

This SOP applies to all residential and commercial rental properties managed by the company.

Procedure

1. **Tenant Application Review**
   - Receive and log tenant applications.
   - Screen for completeness and verify references and employment details.

2. **Background and Credit Checks**
   - Obtain authorization from applicant.
   - Conduct background and credit checks using approved third-party services.
   - Review results against company criteria.

3. **Lease Document Preparation**
   - Draft lease agreement using company-approved templates.
   - Include all required terms, conditions, rent amounts, dates, and tenant/landlord details.
   - Attach all relevant addendums (e.g., pet policy, smoking policy, move-in checklist).

4. **Lease Agreement Execution**
   - Present prepared lease and addenda to tenant for review.
   - Clarify key terms, obligations, and policies.
   - Obtain signatures from all parties (digital or physical as required).
   - Provide signed copies to tenant and retain originals in company files.

5. **Tenant Orientation**
   - Schedule orientation session (in-person or virtual).
   - Review property rules, maintenance request procedures, emergency contacts, and property amenities.
   - Provide welcome packet with key information and access devices (keys, entry cards, etc.).

6. **Move-in Coordination**
   - Confirm receipt of initial payments (security deposit, first month's rent, other fees).
   - Conduct move-in inspection with tenant and complete inspection checklist.
   - Hand over property to tenant and update occupancy records.

Roles and Responsibilities

Role	Responsibility
Property Manager/Leasing Coordinator	Oversee tenant onboarding, lease preparation, and execution.
Applicant/Tenant	Provide accurate and complete information, review/sign documents, attend orientation.

| Landlord | Review/approve applicants, execute lease, and provide orientation input as needed. |

Documentation and Records

- Tenant application and screening results
- Signed lease agreement and addenda
- Move-in checklist and inspection report
- Proof of payment receipts
- Orientation attendance record

Compliance

- Ensure compliance with all local, state, and federal housing regulations (e.g., Fair Housing Act).
- Retain all records according to the company's document retention policy.

Review & Revision

This SOP shall be reviewed annually or as changes in regulations or company policy warrant.