SOP Template: Move-in and Move-out Procedures

This SOP details **move-in and move-out procedures**, covering steps for planning, coordinating, and executing the moving process efficiently. It includes guidelines for scheduling, packing, securing belongings, inspecting properties before and after occupancy, handling keys and access, coordinating with relevant departments or service providers, and ensuring the cleanliness and condition of the premises. The aim is to facilitate a smooth transition for occupants while minimizing property damage and operational disruptions.

1. Purpose

To establish a standardized process for move-in and move-out activities that ensures efficiency, security, and maintenance of property standards.

2. Scope

This procedure applies to all staff, tenants, property managers, and relevant service providers involved in move-in and move-out operations.

3. Responsibilities

- **Property Manager:** Overall coordination and communication.
- **Maintenance Staff:** Property inspection, repairs, and cleaning.
- **Tenant/Occupant:** Packing, removing belongings, and ensuring property condition.
- **Security/Reception:** Key and access management.

4. Procedure

4.1 Pre-move-in Steps

1. Confirm move-in date and schedule with the new occupant and relevant departments.
2. Prepare documentation for tenancy/occupancy agreement.
3. Inspect property for necessary repairs or cleaning; complete as required.
4. Ensure all utilities are functional and ready for use.
5. Arrange for key handover and access permissions.
6. Prepare a move-in inspection checklist for joint review with the occupant.

4.2 Move-in Day

1. Meet with the new occupant at the scheduled time.
2. Conduct a walkthrough using the move-in inspection checklist; note any existing damages.
3. Hand over keys and access devices after checklist completion.
4. Provide information on property rules, emergency contacts, and relevant procedures.

4.3 Pre-move-out Steps

1. Confirm move-out date with the occupant and communicate schedule to relevant departments.
2. Provide occupant with move-out instructions and cleaning requirements.
3. Arrange for the inspection to assess property condition and note any damages or required repairs.
4. Schedule cleaning and repair services as needed.

4.4 Move-out Day

1. Meet with the occupant at the scheduled time for key and access device return.
2. Conduct a thorough inspection against the move-in checklist.
3. Note discrepancies or damages and communicate findings to the occupant.
4. Ensure all belongings are removed and property is left clean and secure.
5. Process final documentation and settlement of security deposit if applicable.

5. Documentation

- Move-in/Move-out inspection checklists
- Occupancy agreements
- Key/access logs
- Damage/repair reports
- Communication records

6. Related Policies

- Property maintenance policy
- Security and access control policy
- Cleaning and waste management policy

7. Review and Update

This SOP will be reviewed annually or as needed to reflect changes in policies, regulations, or operational requirements.