

# Standard Operating Procedures (SOP) Template for Professional Property Management

This document provides a comprehensive **Standard Operating Procedures (SOP) Template for Professional Property Management**, outlining systematic approaches for managing residential and commercial properties efficiently. It covers tenant relations, maintenance schedules, financial management, compliance with legal regulations, emergency response protocols, and property inspection routines. The SOP template aims to standardize property management tasks to ensure consistency, enhance operational efficiency, and improve tenant satisfaction across all managed properties.

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## 1. Purpose

To establish standardized procedures and best practices for the management of residential and commercial properties to ensure operational efficiency, compliance, and tenant satisfaction.

## 2. Scope

This SOP applies to all staff and contractors involved in property management activities, including leasing, maintenance, finance, compliance, and emergency response for properties under management.

## 3. Definitions

Term	Definition
Property Manager	Individual responsible for overseeing daily operations of managed properties.
Tenant	An individual or entity renting or leasing property under a legally binding agreement.
Maintenance	Regular or emergency repairs and upkeep of property spaces and systems.
Inspection	Routine or scheduled assessments of property condition and safety compliance.

## 4. Roles and Responsibilities

- **Property Manager:** Oversees all property management activities, communicates with tenants, ensures maintenance standards, and handles disputes.
- **Leasing Agent:** Handles tenant applications, screenings, lease executions, and renewals.
- **Maintenance Staff:** Performs scheduled and emergency property maintenance.
- **Finance Officer:** Manages financial transactions, rent collection, and reporting.
- **Compliance Officer:** Ensures all activities comply with legal and regulatory standards.

## 5. Procedures

### 5.1 Tenant Relations

- Respond to tenant inquiries within 24 hours.
- Conduct move-in orientation for new tenants.
- Address complaints and resolve disputes professionally.
- Maintain a record of tenant communications.

### 5.2 Maintenance Schedules

- Perform routine inspections quarterly.
- Schedule preventive maintenance for HVAC, plumbing, and electrical systems.
- Maintain a log of all maintenance requests and resolutions.
- Respond to emergencies within 2 hours.

### 5.3 Financial Management

- Collect rent and other receivables on due dates.
- Generate monthly financial statements.
- Track expenses, manage budgets, and approve purchase orders.
- Review and adjust rent annually based on market analysis.

### 5.4 Legal Compliance

- Adhere to all local, state, and federal property laws.
- Ensure all leases and notices meet legal requirements.
- Attend regular training on legal updates and changes.

### 5.5 Emergency Response Protocols

- Develop emergency action plans for fire, flood, and natural disasters.
- Train all staff on emergency procedures.
- Maintain and update emergency contact lists for tenants and contractors.

### 5.6 Property Inspection Routines

- Conduct move-in and move-out inspections with detailed checklists.
- Document all findings with photographs and written reports.
- Follow up on corrective actions promptly.

## 6. Documentation and Record Keeping

- Maintain files for leases, maintenance, inspections, and communications.
- Retain records for a minimum of 7 years or as legally required.

- Ensure confidentiality and security of tenant data.

## **7. Review and Update Schedule**

- Review SOP annually or as significant changes occur.
- Update procedures as necessary to comply with new regulations or company policies.
- Document revisions with dates and responsible personnel.