

Standard Operating Procedure

Move-in and Move-out Procedures for Tenants

This SOP details the **move-in and move-out procedures for tenants**, covering the scheduling of inspections, condition documentation, key handover protocols, cleaning requirements, final utility readings, security deposit handling, and communication guidelines. The objective is to ensure a smooth transition for tenants while maintaining property condition and compliance with leasing agreements.

1. Scheduling of Inspections

- **Move-in:** Schedule inspection with tenant 1-3 days before the move-in date.
- **Move-out:** Schedule inspection at least 7 days prior to lease end or as required by local law.
- Notify tenant of inspection date, time, and expectations via email or registered communication.

2. Condition Documentation

- Complete a detailed condition report (move-in/move-out checklist) covering all rooms and fixtures.
- Take date-stamped photographs and/or videos during both inspections.
- Obtain tenant's signature on the condition report at both move-in and move-out.

3. Key Handover Protocols

- **Move-in:** Provide tenant with full set of keys/access cards after signing all documents and receiving initial payments.
- **Move-out:** Collect all keys, access cards, and remotes. Confirm return on move-out document.
- Issue receipt for key handover (both at move-in and move-out).

4. Cleaning Requirements

- **Move-in:** Ensure property is cleaned to agreed standard before handover.
- **Move-out:** Tenant must clean property as per lease agreement (list included in welcome pack).
- Perform cleaning inspection; charge cleaning fees if property is below required standard.

5. Final Utility Readings

- Record meter readings (electricity, water, gas) at move-in and move-out in the presence of the tenant.
- Transfer or close utility accounts as per lease instructions.
- Provide tenant with utility account closure details or transfer confirmation where applicable.

6. Security Deposit Handling

- At move-in, collect and document security deposit as per lease agreement.
- At move-out, inspect for damages, unpaid rent, or utility arrears.
- Prepare itemized deposit statement within required timeframe (e.g., 14-30 days as per law).
- Return balance of security deposit or provide explanation for deductions.

7. Communication Guidelines

- Maintain clear and documented communications with tenants regarding all procedures.
- Confirm all appointments, handovers, and next steps via email or property management portal.
- Provide tenants with a move-in/move-out checklist and contact details for queries.

Appendix: Sample Checklists

Area	Move-in Review	Move-out Review
Walls & Paint	<input type="checkbox"/> Good <input type="checkbox"/> Issues	<input type="checkbox"/> Good <input type="checkbox"/> Issues
Floors & Carpets	<input type="checkbox"/> Clean <input type="checkbox"/> Damage	<input type="checkbox"/> Clean <input type="checkbox"/> Damage
Appliances	<input type="checkbox"/> Working <input type="checkbox"/> Not Working	<input type="checkbox"/> Working <input type="checkbox"/> Not Working
Keys & Remotes	<input type="checkbox"/> Issued	<input type="checkbox"/> Returned

This SOP should be reviewed annually or when there are changes to rental laws or internal policies.