

SOP Template: Move-in and Move-out Inspection Checklists

This SOP details the process for conducting **move-in and move-out inspection checklists**, ensuring thorough documentation of property condition before and after tenant occupancy. It covers the steps for inspecting key areas and amenities, identifying damages or maintenance issues, recording findings accurately, and communicating results to relevant parties. The goal is to facilitate transparent property management, protect tenant and landlord interests, and streamline dispute resolution related to property condition and security deposits.

1. Scope

- Applicable to all residential rental properties under management.
- Performed at tenant move-in and move-out.

2. Responsibilities

- Property Manager: Oversees inspection process and communicates findings.
- Inspector/Staff: Completes the checklist and documents property condition.
- Tenant: Participates in the inspection (optional, but recommended).

3. Procedure

- 1. Preparation**
 - Schedule inspection with tenant (move-in/move-out date).
 - Obtain latest inspection checklist and property condition records.
 - Bring camera/device for photo documentation.
- 2. Inspection Process**
 - Systematically inspect and record the condition of each area and item listed in the checklist (see sample below).
 - Note all damages, wear, or maintenance issues.
 - Take timestamped photographs as supporting evidence.
 - Have tenant present, where possible, to discuss findings in real time.
- 3. Completion & Review**
 - Both inspector and tenant (if present) sign and date the checklist.
 - Attach photographic documentation to the inspection report.
 - Review checklist for completeness and accuracy.
- 4. Communication**
 - Distribute copies of the signed checklist and supporting photos to tenant and landlord within 2 business days.
 - Document any required maintenance or repairs and initiate work orders if needed.
- 5. Records Management**
 - Store all checklists, photos, and related correspondence in tenant's property file for at least the duration specified by company policy or local regulation.

4. Sample Inspection Checklist

Area/Item	Condition at Move-In	Condition at Move-Out	Notes/Damages
Living Room			
Kitchen (Appliances, Cabinets, Sink)			
Bedrooms			
Bathrooms (Fixtures, Tiles, Plumbing)			
Walls & Paint			
Floors & Carpets			

Windows & Doors			
Utilities (HVAC, Plumbing, Electrical)			
Exterior/Yard (if applicable)			
Other (Specify)			

5. Documentation and Retention

- Retain all signed checklists, photo documentation, and repair orders in secured digital or physical files as per policy.
- Checklists serve as official records for security deposit disputes and property claims.

6. Review and Updates

- Review this SOP annually or after significant policy or regulatory changes.
- Update checklist items as property features and regulations evolve.