

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

This SOP details the **move-in and move-out inspection procedures**, covering the steps for conducting thorough property assessments before tenant occupancy and after vacancy. It includes documenting the condition of the property, identifying existing damages, recording meter readings, and ensuring all areas are clean and functional. The goal is to protect property interests, facilitate transparent communication between landlords and tenants, and provide a clear basis for security deposit settlements.

1. Purpose

To standardize the process of move-in and move-out inspections, ensuring comprehensive property assessment and proper documentation for both landlords and tenants.

2. Scope

This procedure applies to all rental properties under management and is to be followed by property managers, landlords, or designated agents prior to new tenancy and upon tenant departure.

3. Responsibilities

- **Property Manager/Landlord:** Conduct inspections, document findings, communicate results, and address concerns.
- **Tenant:** Participate in inspections, review documentation, and acknowledge findings.

4. Procedures

4.1 Pre-Inspection Preparation

1. Schedule inspection date and notify the tenant (for move-out, provide notice as required by the lease/local regulations).
2. Prepare inspection checklist and tools (camera/phone, notepad, meter reading sheets).

4.2 Move-in Inspection Steps

1. Conduct a walkthrough with the tenant (if available).
2. Use the inspection checklist to assess and document each area of the property.
3. Photograph rooms, appliances, fixtures, and existing damages.
4. Record utility meter readings (e.g., electricity, water, gas).
5. Test appliances, smoke detectors, lights, plumbing, heating/cooling systems, and locks.
6. Verify cleanliness and note any deficiencies.
7. Have both landlord/agent and tenant sign the completed inspection report. Provide copies for both parties.

4.3 Move-out Inspection Steps

1. Schedule joint inspection with departing tenant whenever possible.
2. Reference the original (move-in) inspection report to compare conditions.
3. Check for damages, excessive wear, missing items, or cleaning issues not noted at move-in.
4. Photograph all areas and issues found.

5. Record final utility meter readings.
6. Collect all sets of keys, remotes, or access cards.
7. Document findings in the inspection report and review with the tenant. Both parties should acknowledge by signing.
8. Discuss potential deductions from the security deposit if applicable.

5. Documentation Examples

Room/Area	Condition (Move-in)	Condition (Move-out)	Notes
Living Room	No marks on wall, carpets clean	Small scuff on wall, carpets clean	Photo attached
Kitchen	All appliances functional	Oven not working	Needs repair

Meter Readings Example:

- Electricity: Initial - 12345 kWh, Final - 12567 kWh
- Water: Initial - 67890 L, Final - 67980 L

6. Communication & Follow-up

1. Share signed inspection reports (with photos) with all parties.
2. Address any disputes promptly and transparently.
3. Process security deposit settlement and provide an itemized statement if deductions apply.

7. Review & Updates

This SOP should be reviewed annually and updated as required to comply with changes in legal requirements or company policies.