



Preparing for a New Resident

Having a new resident move into your property can be stressful for all involved. We at Tru Asset Management, LLC have processes in place to deal with many situations that may come up during the move in process. Of course, there are unforeseeable situations at times, and we will address those as they come up. There are a few common areas of complaints from residents when moving into a property.

HOUSE CLEANING AND FLOORING:

The property needs to be cleaned prior to giving keys to a resident. We accomplish this by sending a professional cleaning company to completely clean the property at a set standard. This is an initial investment for the property owner as the residents will be responsible to have the property cleaned at the end of their lease. We use a professional cleaning company because if the cleaning is not up to our standards, we can easily contact them to resolve the issue.

We ask that the owner of the property removes all items from the property. The only items remaining should be extra items for the property (i.e., Paint, tile, flooring, etc.) and it should be neatly kept in the garage or other storage area. If an owner is vacating the property, a sweep clean is all that is required. Of course, the more the cleaning company needs to do, the higher the cost of cleaning.

Carpet will be cleaned to an acceptable standard. This may include pet treatments or ozone treatments if necessary. If areas of the carpet need to be repaired or stretched, this will also be accomplished.

Tile may also need to be cleaned depending on the condition of the grout. This will be assessed by the property manager. Unlike house and carpet cleaning, the owner of the property can have the tiles cleaned themselves.

PAINTING

A fresh coat of paint can go a long way to making the property look fresh and clean. Acquaint yourself with the Life Expectancy addendum about paint life. Paint is one of the most disputed security deposit items. We cannot hold residents responsible for paint that is over its life expectancy or not over normal wear and tear. Not only is it easier to itemize a security deposit when there was fresh paint at the beginning of the lease, but it is also makes the property more appealing to new applicants.

REPAIRS

Repairs is also another major concern for new residents. If the property does not look like it is being well maintained, they will probably not submit an application to rent. Properties normally have little quirks that property owners have lived with because they didn't think it was necessary to get it fixed. These items are things that residents will most likely submit maintenance requests for. If you have any items that need to be repaired, you can do the work yourself initially* or have our maintenance people perform the work for you.

