

**Residential Property
Management Account
Take-Over Checklist**

Property/Building Name _____

Street Address _____

City/State/Zip Code _____

Telephone Number _____

Number of Units _____

Checklist Completed by _____ Date _____

Approved by _____ Date _____

Owner's Name _____

Mailing Address _____

City/State/Zip Code _____

Telephone Number _____

Date of Management Agreement _____

Tax Identification Number _____

Other Billing Information:

	Assigned To	Commencement Date	Due By	Date Completed
Apartment layouts/floor plans				
Other				
Evaluate for handicapped accommodation				
Doorways				
Ramps				
Parking areas				
Individual rental units				
Other (e.g., recreation/fitness facilities)				
Check building permits for any ongoing construction				
Number of rental units/square footage				
Studio				
One bedroom				
Two bedroom				
Other				
Parking facilities				
Number and type of stalls				
Assignment to residents/rental units				
Rates, if applicable				
Other				
Utilities (electricity, gas, water)				
Number of meters and locations				
Billing history				
Arrange for changeover of billing				
Other				
Telephone lines/service				
Number of lines/location of jacks				
Phone line/personnel assignments				
Cable television (if available)				
Company				
Connection procedure				
Billing procedure (if applicable)				
Obtain list of current approved vendors				
Company name and phone number				
Contact name				
Emergency 24-hour phone number				
Employer ID or social security number				
Current contracts/subcontracts				
Billing history				
Pending accounts payable				
Insurance certificates—current				
Conduct full inspection of the property—See Inspections				
Conduct physical inventory of site facilities, equipment, and personal property				
Contracts				
General maintenance				
Housekeeping/janitorial services				
Elevator maintenance				
HVAC service				
Preventive maintenance schedule				
Fire extinguisher				

	Assigned To	Commencement Date	Due By	Date Completed
Groundskeeping/landscaping				
Sign maintenance				
Security				
Waste disposal				
Recycling, if separate				
Fire/security alarm monitoring				
Answering service—emergency				
Other				
Swimming pool maintenance				
Employees (site) Number of Employees _____				
Verify EEO compliance				
Develop and document actions to correct noncompliance				
Establish policies and procedures for ongoing compliance				
Obtain current personnel records				
W-4 forms				
I-9 forms				
Job applications/resumes				
Payroll deduction(s)				
Job descriptions				
Most recent performance evaluations				
Review current employee benefits				
Medical insurance				
Dental insurance				
Obtain supply of claim forms				
Other				
Other employee information				
Inspections/Surveys				
Building exterior				
Roof condition				
HVAC equipment				
Deferred maintenance				
Other				
Building interior				
Systems condition				
Surface finishes				
Deferred maintenance				
Structural engineering				
Asbestos				
Vacant units—all				
Other				
Building safety				
Elevator equipment				
Evacuation procedures				
Emergency procedures				
Compliance status				
Other				
Environmental impact reports (if appropriate)				
Preventive maintenance requirements				

	Assigned To	Commencement Date	Due By	Date Completed
Insurance				
Policies				
Fire and extended coverage				
Comprehensive general liability				
Property damage				
Equipment				
Rent loss				
Workers' compensation				
Special endorsements				
Other				
Insurance broker				
Contact name				
Address				
Phone number(s)				
Insurance carrier(s)				
Contact name(s)				
Addresses				
Phone number(s)				
Other related information (e.g., outstanding claims)				
Leasing/Marketing Information				
Verify fair housing compliance				
Review leasing/marketing forms				
Standard lease form—current				
Variant lease form(s)—current				
Rental application form(s)—current				
Develop and document actions to correct noncompliance				
Establish policies and procedures for ongoing compliance				
Current advertising programs/materials				
Newspaper ads				
Brochures				
Other promotional materials				
Obtain current market survey data				
Identify comparable properties (current)				
Obtain list of current vacancies				
Develop resident information package				
Rules and regulations				
Emergency contacts				
Property amenities/services list				
Local area (community) information				
Legal/Regulatory Compliance Status – See also Permits				
Determine applicability of regulations and need for compliance				
American with Disabilities act (ADA)—See Building				
Environmental protection laws				
Clean Air Act (CAA)				
Clean Water Act (CWA)				
Resource Conservation and Recovery Act (RCRA)				
Occupational Health and Safety Act (OSHA)—See also Maintenance				
Equal Employment Opportunity (EEO)—See Employees				

	Assigned To	Commencement Date	Due By	Date Completed
Fair housing laws—See Leasing/Marketing				
Review current practices				
Develop and document actions to correct noncompliance				
Establish priorities and procedures for compliance				
Obtain copies of current (state/local) landlord-tenant law(s)				
Obtain copies of current rent control laws (if applicable)				
Obtain copies of applicable HUD forms and procedures				
Obtain files/records on pending legal actions				
Lawsuits				
Other claims				
Arrange for legal counsel to advise of new and changing laws				
Obtain permits/licenses as necessary or appropriate				
Business/operating				
Other (e.g., elevator, environmental)				
Maintenance/Housekeeping				
Inspect maintenance equipment and storage areas—See also Inspections				
Check compliance with fire codes				
Review safety procedures and compliance with OSHA				
Check for locks (as necessary or appropriate)				
Inventory equipment, tools, parts, and supplies				
Obtain warranties and service manuals for equipment				
Set up maintenance files				
Establish standards and quality controls				
Locate safety equipment (obtain, if necessary)				
Fire extinguishers				
Location list				
Inspection records				
Fire hoses				
Sprinkler system				
Smoke alarms				
First aid kit				
Controls for equipment/utilities				
Obtain current applicable fire/safety codes				
Develop emergency procedures				
List emergency contacts				
Fire department				
Police department				
Ambulance service				
Local hospital				
Civic agencies				
Establish evacuation routes				
Advise management personnel				
Advise residents				
Check exit and emergency signage				
Arrange for transfer of permits/licenses, as appropriate				
Obtain security information and procedures (if appropriate)				

Notification (of New Management)	Assigned To	Commencement Date	Due By	Date Completed
Current residents				
Rent check payable to new entity				
Management contacts				
Current vendors, including utilities				
Local governmental agencies				
Real estate taxing authority (billing)				
Water/sewer (billing)				
Other				
Operating permits (or licenses), if necessary				
Others				
Office (on Site)				
Inventory of office furniture, equipment, and supplies				
Set-up procedures for site management				
Obtain/install needed equipment				
Order file cabinets and filing supplies				
Order new/replacement equipment, if needed				
Arrange for telephone service				
Changeover of current phone (if applicable)				
Installation of new/additional phone lines/equipment				
Obtain supplies of stationary and BLANK forms				
Letterhead				
Envelopes				
Business cards				
Leasing forms				
Rental applications				
Prospect cards/forms				
Standard leases (blank)				
Renewal letters/forms				
Maintenance forms				
Work requests				
Work orders				
Maintenance logs				
Notice of scheduled maintenance				
Notice of completed maintenance				
Personnel forms				
Job application				
W-4 forms				
I-9 forms				
Performance evaluation				
Personal information change request/notice				
Accounting ledger forms/pages				
Petty cash record				
Receipts (for cash)				
Other forms, as appropriate				
Purchase requisition forms				
Purchase order forms				
Obtain master key(s) and set up key control system				
First aid kit				

Resident(s) Information	Assigned To	Commencement Date	Due By	Date Completed
Current leases				
Applications and related information				
Credit check				
Security deposits				
Pet deposits				
Other deposits				
Correspondence				
Copies of recent letters and notices from prior management				
Current account status— <i>See also</i> Accounting				
Payments				
Delinquency				
Security deposits				
Prepayments				
Signage				
Exterior of building/monument sign				
Parking				
Handicap (parking/access)				
Leasing/management office				
Elevators (no smoking, permit, emergencies				
Evacuation (exits, directions for emergency)				
Resident directory				
Taxes				
Current billing schedule				
Next reassessment				
Copies of recent tax bills				
Tax appeal records (with all legal papers)				
Other tax information				
Miscellaneous				

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