

ANATOMY OF A SUCCESSFUL LANDLORD

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SR VICE PRESIDENT OF OPERATIONS
SUNDANCE PROPERTY MANAGEMENT, LLC**

LIKE ATTRACTS LIKE





Consistency

Everything in writing

Get your entire team
trained

Fair
Housing



Protect
Yourself

IDENTIFYING GOOD RESIDENTS

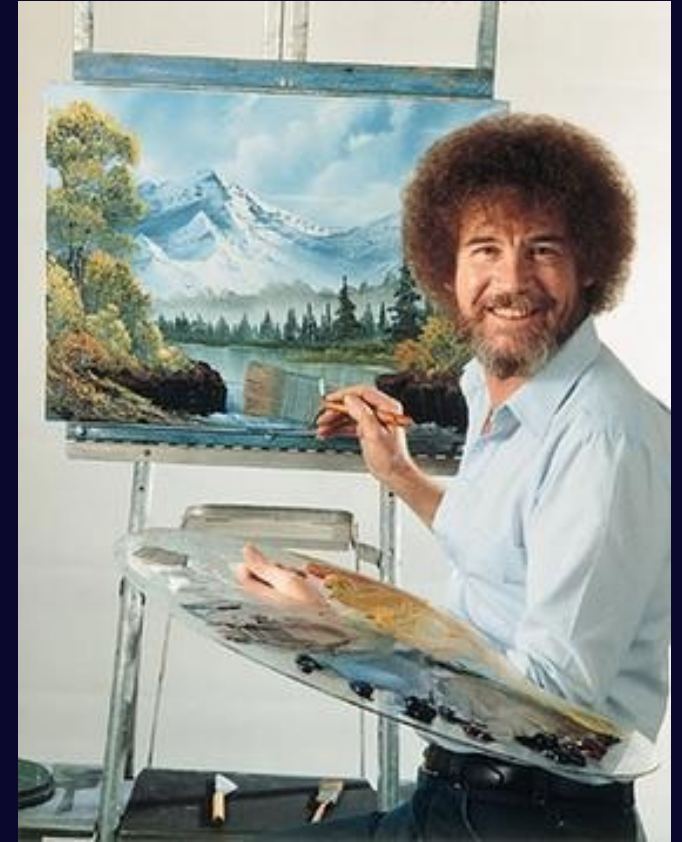
- Application process
 - Have everything in writing
- Rental history
 - Landlord verification
- Selection criteria
 - Income requirement
 - Verification

SCREENING RESIDENTS

- Using a screening service
 - Credit
 - Criminal
- Criminal Background
 - Felonies
- Credit score
 - Collections/Judgements
 - Utilities

- Whats the process?
 - Paint, punch, clean, carpet, inspection
- How long should it take?
- Who does it?

THE TURN PROCESS



ENFORCING THE LEASE



Be consistent



Make sure the rules are in writing



Inspect what you expect

UNIT INSPECTIONS

- When should I do them?
- Quarterly
- Semi-annually
- During service requests
- I building a month

THE MOVE-IN PROCESS – ITS AN EXPERIENCE

- Pre-inspection
- Reserved parking spot
- Maintenance orientation
- Maintenance tips for maintaining the apartment
- Maintenance emergencies

**IT'S A PEOPLE
INDUSTRY NOT AN
APARTMENT
INDUSTRY**

- Take care of
your residents

THE MOVE OUT PROCESS

- Written notice
- Charges
- Move out inspection and/or pre-inspection
- Thank you card

GIVE MAINTENANCE SOME LOVE...

- Breakfast
- Cold water/hot chocolate
- Time off
- Train them
- Walk in my shoes

A SUCCESSFUL MANAGER...

- Communicate
- Use technology
- Attitude
- Know your market
- Like people
- Make great hires!



A yellow sticky note is pinned to a corkboard with a single orange pushpin. The words "Thank you" are written in red cursive on the note.

Thank you