

2016

The First 100 Days for Property Inspector / Customer Service

MANAGEMENT ONE LICENSED OPERATING SYSTEMS
KNOWLEDGE BASED MANUAL

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The First 100 Days for Property Inspector / Customer Service

0-30 Days

<i>In Process</i>	<i>Completed</i>	Property Inspector / Customer Service Job Description
_____	_____	100 Most Asked Questions at Management One Test
_____	_____	M1 software training 40 min
_____	_____	One Touch system
_____	_____	Read Training Manual
_____	_____	Watch all Property Inspector Videos
_____	_____	Learn operations algorithm 17,15,12,8
_____	_____	Learn (ILR) Internal Leasing Report
_____	_____	Learn (LMS) Leasing Management Status
_____	_____	Learn (RML) Resident Move In Ledger
_____	_____	Take Management Agreement test
_____	_____	Take Rental Agreement test
_____	_____	Key Board training
_____	_____	Schedule Already rented signs to go up and Install
_____	_____	Monthly exterior driveby inspections
_____	_____	Violations to residents
_____	_____	Call owners for funds needed for repairs
_____	_____	Van organized, stocked & clean at all times
_____	_____	Log & keep current inventory for signs & lockboxes
_____	_____	Reports - daily, weekly, monthly
_____	_____	Take all general maintenance requests from residents

_____	_____	Follow up on all estimates to owners/residents/Vendors using default letters
_____	_____	Proof general maintenance invoices before payment
_____	_____	Schedule Annuals Inspections
_____	_____	Post violations & follow up on them
_____	_____	Make Keys on Key Machine
_____	_____	Make out Invoice on keys made
_____	_____	Maint Price List Training
_____	_____	General maintenance test

31-60 Days

In Process

Completed

Property Inspector / Customer Service Job Description

_____	_____	Schedule FWT for owner/resident move outs
_____	_____	Work up job estimates after FWT
_____	_____	Work with vendors on coordinating work to get completed by deadline
_____	_____	Issue work orders for rehab maintenance to vendors
_____	_____	Schedule Final walk thru
_____	_____	Move in inspections with residents
_____	_____	Annual inspections / type up report to owner, issue work orders
_____	_____	Monthly van service
_____	_____	Post 3-Day notices
_____	_____	Take photos of properties up for rent for website
_____	_____	Issue general maintenance work orders on annuals
_____	_____	Perform Annual Inspections
_____	_____	Process BOM properties

61-100 Days

In Process

Completed

Property Inspector / Customer Service Job Description

_____	_____	Lockouts with sheriff on evictions
_____	_____	Assist in showing properties for Leasing
_____	_____	<u>Purge all work orders to be close out within 45 days of issue</u>
_____	_____	Assist with security deposit disputes
_____	_____	Post 24 hr notices
_____	_____	<u>Property Inspector Test</u>
_____	_____	Retake any test to be at 90% or better