Make Ready Process (*industry standard is 3 day turnover*)
OBJECTIVE: Minimal Down Time Between Each Unit Vacancy

Tenant

- Tenant gives notice to vacate
- Deliver Damage report to tenant outlining deductions to security deposit
- Tenant Moves Out
- **Place tenant in best price best produce unit that is available**

Property Manager (PM)

- Perform Pre-inspection prior to tenant move out
- Greater than normal wear & tear damage?
  - Yes → (to Deliver Damage report)
  - Yes & No
- Perform final walk through, update Resman, notify CMAT & CM of level
- Establish Priority of Make Ready / communicate to CMAT
- Keep signed Tenant up to date on promised move in ready date
- PM updates Resman / strategically decides what tenants to put where

Maintenance (CMAT)

- Notify Maintenance of move out date & level of Make Ready
- Level of Make Ready?
  - Level 1&2
  - Level 3
- Start make ready on all units based on priority from PM
- Too many units to get ready in time?
  - No → Complete Make Ready and notify PM / update Resman
  - Yes
- Complete Make Ready and notify PM / update Resman

Construction Manager (CM)

- Notify CM of known Level 3 Make Readys
- Go out to bid based on the level 3 work required
- Select contractor - set up scope of work & start date, monitor & document work
- Work done to spec & price?
  - Yes
  - No
- Notify PM of progress and completion of work/ update Resman

Contractor

- Get 3 bids based on type of damage
- Contractor completes Level 3 Make Ready
- Work with Contractor to fix to spec and agreed upon contract price
- Engage Make Ready contractors for level 1 & 2 units
- Complete Make Ready and notify Maintenance