

Check-in Process

Do not handover keys without

1. [Confirming Deposit Paid](#)
2. [Confirming Rent Paid](#)
3. [Confirming Licence Signed](#)

Do not assume any of above has been completed, double check on Sage and Onedrive first

2 months before Check In

- Ensure cleaning company scheduled to complete all apartment clean (e.g. info@cleanscape.ie) who can clean all apartments in 2-3 days
- Complete apartment review of all apartments (even if occupied by old tenants), list major maintenance issued
- Purchase inventory and prepare stock rooms

1 months before Check In

- Issue Rent Invoice

2 weeks before Check in

- Email all students reminding them of start date and asking them their estimated Check In Date, advice them of fixed introduction meetings
- Prepare key sets - 1 X bedroom key, 1 X front door key (snip lock), programmed FOB, labelled
- Follow up on aged debt daily chasing each tenant, raise issue

7-2 Days before Check In

- Complete all final cleaning works and
- Update inventory to match standard, complete any maintenance works
- Set heating to zero and hot water on, blinds fully open, windows tilted to allow fresh air
- Make each apartment “**Ready to Let**”
- Take 360 conditional photos using 360

Ready to Let means the Office Manager confirms the apartment is ready for a tenant to walk into. This check means that all apartments have full inventory, hot water, heating works, the apartment is very clean, furniture is arranged in standard layout.

Check In Day

- Make sure all common areas are fully cleaned
- Complete handover meetings with tenants, proving keys
- Introduction Tours only to occur at fixed times arranged by staff (say 4 introduction tours)
- Take gas and Electricity Meter Readyng using form on start date of licence (e.g. 03 Sept)

Tours

- Handover keys to all students that attend each hour slot
- Show all facilities in Buckley Hall
- Show a sample apartment and how utilities are used.
- Talk about how any issue should be raised through the helpdesk and how to reset a boiler (The most common issue)
- Ideally all staff would be introduced at this point, if no one available possibly get photos.
- A process to show tenants systems and how to raise issues.

General notes

- Own door apartments are NOT to be used as sample or demo apartments under any circumstance. Get students and parents into building and off street
- Talk about how any issue should be raised through the helpdesk and how to reset a boiler