



Vacancy Standards

Our Pledge of Habitability

To achieve optimal rent and encourage tenant longevity, we believe there needs to be standards in place for a vacant property to be considered rent-ready and habitable.

What does it mean for a property to be rent-ready? Rent-readiness involves evaluating a vacant unit to determine what repairs, painting and cleaning is needed to “ready” the unit for the next occupant. Repairs are determined according to safety, liability and functionality. Painting is determined according to lifespan, condition of walls, doors, trim, and cleanability. Cleaning is almost always needed to freshen the unit and remove any trace of the previous occupant.

What does it mean for a property to be habitable? Habitability is to maintain the basic structural elements of the building (floors, stairs, walls, and roofs) and all common areas, such as hallways and stairways, in order to provide safe and clean living conditions. Utilities are to remain active in the unit and basic fixtures and appliances are to function as they are made to function.

Properly preparing a unit for tenancy will attract more qualified tenants, increase tenant satisfaction, and will help to maintain property conditions while protecting the value of your investment. There is less potential for landlord/tenant complaints to arise because of uninhabitable conditions. A key service we provide to the tenant is our pledge of habitability.

Our Pledge of Habitability

We pledge to provide all tenants with a clean, safe and properly maintained rental unit prior to moving in and throughout their tenancy. In turn, we hold all tenants responsible to return the unit in the same, clean condition, less normal wear and tear.

What does rent-readiness look like? Before placing a tenant, all vacant units are to be properly prepared to meet our rent-ready standards below. When a vacancy arises, owners will be advised on what work is required and/or recommended. If the work exceeds the maintenance limit set on the property, an owner approval and monetary funds will be required before work can begin.

- **Cleanliness** – Units cleaned thoroughly. Appliances, plumbing fixtures, cabinetry, light fixtures, coverplates, flooring, windows, heating units, doors and moldings.
- **Carpets cleaned** - Carpets vacuumed, shampooed and in good condition.
- **Fresh looking paint** - Freshly painted walls or walls wiped down. Fresh paint is recommended every 3-4 years or as needed.
- **Safety repairs** - Smokes, CO detectors, electrical, plumbing, and heating tested for proper operation. Flooring, railing, trip & liability hazards addressed.
- **Mechanical items in proper working condition** - Appliances, heating/air units, garage doors, lighting must all work as they should.
- **Trash, furniture & personal items removed** - No personal items or trash left behind by owner or previous tenant.
- **Repairs completed** – All repairs completed prior to tenant moving in and before the unit is advertised.
- **Utility accounts paid, in good standing and are turned on** – Balances on utility bills must be paid in full before a transfer of billing can be made.
- **Lawn care and snow removal** – Lawns cut prior to tenant moving in. Sidewalks and driveways clear of snow and ice prior to move in. Gas and electricity must remain on for leasing and repairs.
- **Doorknobs/deadbolts replaced or rekeyed** – required following each tenancy for security liability.

Our maintenance team will complete the readiness of each vacancy as timely and efficiently as possible. We have a skilled team of maintenance coordinators, insured handymen and professional contractors who work together to meet our level of expectation. All contracting work is inspected by us to ensure the work was done properly and to our satisfaction.