
Inspection Coordinator

System Manual



Purpose Statement:

To improve the lives of real estate investors and residents through property management solutions.

Systems Manual: Inspection Coordinator

KRA's – Key Result Areas

* Position Overview / System Manual Overview – p3

1. Property Inspections – p4
2. Other – p7

Templates:

1. Office Docs

- a. Behavior Values
- b. Office Policy
- c. Letterhead

2. Property Inspections

- a. Resident Call Script
- b. Resident Notification of Property Inspection – EM / Phone
- c. Inspection Template Report
- d. Exception Property List
- e. Inspection Invoice
- f. Resident Inspection Completion letter
- g.
- h. Detailed Property Survey
- i. Completed Inspection – FOLDER
- j. Inspection Scheduler
- k. Resident EM – Charges to Account
- l. South Denver Territory

Position Overview – Inspection Coordinator (IC)

The IC will report to the Vice President of Operations.

Complete annual/occupied inspections as defined in the Grace Management Residential Inspection Coordinator System Manual.

System Manual Overview:

The system shall run the business, and the team members shall run the system. Systems are simply road maps or instructions that allow the Grace Management processes to be repeated and easily duplicated.

Property management done on a large scale is an extremely complex business with many moving parts. In order for Grace Property Management to be successful, it must be consistent.

The purpose of the system manual is to provide a consistent and specific way of doing business, and to ensure that each property, resident, owner, and as much as possible, each situation, are treated the same. Also to define HOW Grace Property Management will do property management.

The System Manual will provide each team member with specific KRA's (Key Result Areas) for which they are responsible and a specific measures of success for each KRA, so that each team member always knows whether or not they are succeeding.

Team members should always refer to their specific system manual to determine the answer to a question before bringing that question to the Director of Operations.

Any deviation outside of the system must be recognized as an exception to the system. While exceptions are necessary from time to time, each exception is by nature inefficient, and should therefore be avoided.

Each team member shall constantly work to improve the system. One purpose of the monthly Performance Evaluation meeting with the Director of Operations is to ensure that on-going system improvements are suggested, discussed and implemented.

1 – Property Inspections

Measure of Success: Fully complete the weekly inspection process on no less than 10 properties by end of business day each Friday.

1. All properties must be inspected one time per year.
 - a. The annual property inspection may be the only time per year that some residents have personal contact with the Grace Management office. Therefore, it is important that the IC have a high degree of customer service, be friendly and professional, and leave a good impression on the resident.
 - b. All inspections will be performed by the IC. The IC will be given a main area of responsibility, which will fall in the Denver Metro area. Should a property fall outside of this area, it will become the PM's responsibility to complete. The Exception is if more than one property falls into the same area outside of the Denver metro area, the IC will complete the inspections. If the PM is to complete an inspection, the IC will inform the PM when they need the inspection completed. The IC will ensure all steps are followed to complete the process in full.

North		South			
80003	80504	80002	80120	80216	80465
80004	80513	80007	80121	80218	
80019	80514	80011	80122	80219	
80020	80516	80012	80123	80220	
80021	80530	80013	80126	80221	
80023	80537	80014	80128	80222	
80026	80538	80015	80134	80223	
80027	80542	80016	80202	80224	
80031	80555	80017	80203	80226	
80029	80601	80022	80204	80227	
80033	80602	80030	80205	80228	
80235	80603	80033	80206	80231	
80241	80621	80102	80209	80232	
80249	80634	80104	80210	80236	
80260	80640	80110	80211	80237	
80304		80111	80212	80239	
80501		80112	80214	80246	
80503		80113	80215	80247	

2. Inspections are to be completed one time annually on each residential property but NOT under the following two conditions:
 - a. If the resident has been in the property less than 90 days.
 - b. If the resident has submitted a notice-to-vacate.
 - c. If the PM does NOT want the unit inspected. The PM will denote this by replying back to the IC's schedule email.

3. Before initiating contact with the resident confirm the GM office has a key. If we do not have keys call the resident to arrange a time to perform the inspection.
 - a. Don't alarm the resident that we don't have the key.
 - b. Work with the tenant to see if we can obtain a key copy.

4. Call residents a minimum of 7 days prior to the inspection date to schedule the date and time with the residents to access the property.
 - a. When leaving a phone message or when explaining the purpose of the inspection, refer to "Resident Property Inspection Explanation" (template 2a).
 - b. If you are unable to personally speak with the resident by phone, leave a voice message and then send an email or text. Use all points of contact if unable to reach residents.
 - c. The resident(s) are welcome to be present, but they do NOT need to be present for the inspection. Give them the date and time (in a 1-hour window) of the inspection.
 - d. Inspections should be scheduled Tuesday and Thursday each week, during business hours. When scheduling, try and be somewhat flexible with the resident in order to schedule the inspection during a time that is convenient for them as well as the IC. HOWEVER – the inspection schedule must be followed in order to be efficient for the IC and so the IC is able to complete all inspections each day as their schedule allows.

If the resident opts to NOT be present for the inspection, make sure they lock-up any pets that are on the property.
 - e. When leaving a phone message for the resident, leave the date and time that you will be performing the inspection.
 - aa. Give the tenant a 1-hour time window so that you have some flexibility in your inspection day in case you encounter delays.