

PROPERTY MANAGEMENT SAFETY

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Property Management requires a lot more than opening doors and collecting rent. It is vital you prepare to keep yourself safe! As the following checklist displays, there are many safety risks that can be minimized through proper preparation.

BEFORE THE SHOWING

1. Prior to the Showing, application must be made (with a copy of identification) and basic background check run. You will see an immediate drop in time wasters.
Tools for vetting new clients:
 - a. Property Management Software
 - b. Screening Applications, such as Forewarn
 - c. State Court Records
 - d. Social Media Networks & Google
2. Impress upon possible future tenants that only the people who will be renting the unit are allowed on the showing. Exceptions could be parents/relatives who will be the responsible party. Identification for all attending the showing(s) should be required.
3. Establish a Staff Member(s) as a Check-In Person. They are to keep track of showings, including the following:
 - a. Name of Agent/Broker showing*
 - b. Location of showing
 - c. Time of showing
 - d. Electronic reminders to check-in during the appointment.

*Some Property Management software packages have these features built-in.

DURING THE SHOWING

4. Showings are done through the Front Door – meaning the agent/broker is to remain near the front door as the clients tour the home. This is especially important in units with only 1 access point/upper level units.
5. As rentals are usually vacant, utilize “open, call and listen” approach:
 - a. Open the door
 - b. Announce yourself
 - c. Listen!

If possible, check the home prior to opening it for propped doors or broken windows.
6. Remember the common sense tools: park where you can escape if needed, leave valuables in your car, etc.
7. If your gut tells you something isn't right, stop the showing immediately. Fake a phone call, or that the key isn't working.

ONGOING BEST PRACTICES

8. Scan Social Media Daily (Craigslist, Facebook Marketplace, etc.) for scam listings of your properties.
9. Create a Schedule for Weekly Check-Ins on vacant properties to look for squatters or those who have been scammed with a fraudulent lease. **ALWAYS call the police if anything is suspicious!**
10. Ensure the Showing Policy is Accessible. Place showing and application requirements prominently on your website and in any communication that is automatically sent to inquiries on available units.