



Rental Tour Checklist

Pre-Tour Preparation

- Scheduling and Communication

- Confirm the exact time and location of the tour with the potential tenant.
- Send a confirmation text or email 24-48 hours before the scheduled viewing, including:
 - Address
 - Parking instructions
 - Contact information
- Assess tenant responsiveness and compatibility during initial interactions.
- Ask about pets (if applicable) and their desired move-in date.

- Property Research

- Research local amenities, including:
 - Nearby restaurants and cafes
 - Parks and recreational areas
 - Schools and transportation options
- Compile a timeline of recent property upgrades and planned improvements.

- Documentation Preparation

- Prepare an information packet that includes:
 - Floor plan details
 - Square footage measurements
 - Utility cost estimates
 - Lease terms summary (rental rates, security deposits, lease lengths, pet policies, move-in costs)

- Property Inspection

- Conduct a thorough walkthrough of the property:
 - Ensure all areas are clean and decluttered.
 - Check that all light switches work and appliances are functional.

- Adjust window treatments for optimal lighting.
- Ensure exterior is well-maintained (mow lawn, pick up debris).

During the Tour

- First Impressions

- Dress professionally.
- Greet potential tenants with a smile and handshake.
- Introduce yourself formally and ask for their name.

- Tour Approach

- Start the tour outside, discussing exterior features and upgrades.
- Walk slowly around the property, answering questions as they arise.
- Discuss surrounding area amenities (schools, parks, restaurants).

- Inside the Unit

- Make the entryway inviting and comfortable.
- Highlight key features of the unit during the walkthrough.
- Maintain transparency about both the strengths and limitations of the property.

Follow-Up

Post-Tour Communication

- Send a personalized thank-you email or handwritten note within 24 hours.
- Ask for feedback about the tour experience.
- Provide your contact information for any further questions.

By following this checklist, property managers can ensure a well-organized and effective rental tour that enhances the likelihood of converting interested prospects into satisfied tenants.

Frequently Asked Questions for Rental Tours

1. What are the lease terms?
 - How long is the lease, and when does it begin and end?
 - Are there options for renewal or month-to-month arrangements?
2. How much is the rent?
 - What is included in the rent (utilities, parking, etc.)?
 - Are there any additional fees I should be aware of?
3. What is the pet policy?
 - Are pets allowed, and if so, are there any breed or size restrictions?
 - Is there a pet deposit or monthly fee?
4. What utilities are included?
 - Which utilities am I responsible for (water, gas, electricity, internet)?
 - Are there average monthly costs for these utilities?
5. How do maintenance requests work?
 - What is the process for reporting maintenance issues?
 - How quickly can I expect repairs to be addressed?
6. What security features are in place?
 - Is there a security system, gated access, or on-site security personnel?
 - Are there secure entry points for the building?
7. What amenities are available?
 - What common areas or facilities (gym, pool, laundry) are accessible to residents?
 - Are there any additional costs associated with using these amenities?
8. What is the neighborhood like?
 - Can you describe the community and nearby amenities (restaurants, parks, schools)?

- How safe is the area, and what is the general demographic of residents?

9. Is parking available?

- What are the parking options (assigned spaces, street parking)?
- Are there any fees associated with parking?

10. Can I see the exact unit I would be renting?

- Is it possible to tour the specific apartment that would be available for lease?

- Are there any differences between model units and actual available units?

11. What is the guest policy?

- Are guests allowed to stay overnight?
- Is there a limit on how long guests can stay?

12. How do I submit my application?

- What documents do I need to provide for the application process?
- Is there an application fee, and how long does approval typically take?