



Apartment Turns



Core Competencies

1. Customer Service
2. Quality Control
3. Professionalism

Streamlined Advantages

- No need to contact, schedule and coordinate multiple vendors
- Turnover tracking and reporting is readily available with a key stroke (our reports are sent daily, weekly, etc.)
- Vendor management reduces schedule delays
- Invoice management is simplified by one payment per unit turnover
- Key management and coordination with Vendors is eliminated
- Compliance of vendor licensing and insurance is managed.
- See real-time progress charts and timelines broken down by service item.
- Resident Manager and Senior Management get peace of mind.

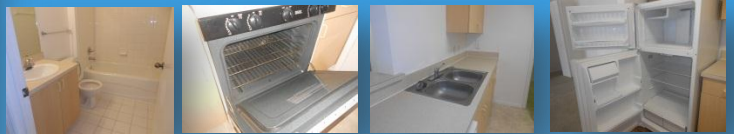
Key benefits of our technology platforms include:

1. Project/Ghant chart management and online tracking of itemized status'.
2. Completion notifications with request for client satisfaction survey completion.
3. Visual damage reports, available with each unit account.

Before



After



Quality Assurance

- Comprehensive quality control inspections are conducted with each unit turnover completion.
- Client satisfaction surveys are completed by the resident manager on each turnover—these scores are compiled on a monthly report for client review.
- Our teams are highly trained and reviewed on process and procedure execution as well as motivated by reaching benchmark customer satisfaction scores.
- Photo documentation is a requirement for each completed unit turn. Complete before and after photos as well as damage reports (if applicable) are completed for each job. This is both informative and useful in the event of liability claims.

Systems Management

Utilization of web-based technology makes access to data communication to and from the field effortless. Our systems are set up to simplify the turnover process. Diligently tracking workflow progress and procedures make the process infallible, efficient and consistent. However, we employ and staff dispatch and operations team that are on hand to provide answers, handle emergencies or address challenges. Thus, our clients can take a data based approach with self-service capacity to make requests and order services virtually or can pick up the phone and speak with a client representative to facilitate their requests.

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Service Summary

White Glove Maid Service

Our professional teams are trained in concierge caliber cleaning and they pay attention to the smallest of details. Understanding that these are future homes—not just units—our teams strive to create a fresh and welcoming new home for your residents. We use only environmentally friendly chemicals to clean and disinfect turn units and will provide Welcome Home gift card pack filled with valuable discounts and coupons.

Complete workflow checklist and processes ensures teams do not miss the details (ceiling fan blades, light fixtures/bulbs, baseboards, refrigerator coils, vents, inside & out of all appliances ovens, dishwasher, refrigerator, microwaves, window sills, blinds), cabinetry inside & out, floors and even the kick-plates!

Repair/Punch Out Support:

We can employ teams of punch out specialist to assist during heavy turnover seasons. Customized or client punch-out lists are utilized, detailed photo documentation is provided along with itemized bid list and parts required any major replacement items in the unit.

Painting/Recoloring:

Color codes/palates for each property or unit specification is documented and electronically filed in our system. We can offer complete unit preparation and painting. Our pricing modules include in the base price:

- all drywall repairs up to 4" in diameter
- caulking of baseboards and windows as required
- removal of switch plates and registers
- a single coat of the color and type of paint on all walls and ceilings
- touch up of interior kitchen cabinets, louvre doors
- a single coat of paint for the exterior of the unit front door

Should the unit require a second coat of paint; the cost will be 50% of the original amount. Our field supervisor carries current lead paint accreditations and mold training certifications.

Carpet Cleaning:

We are trained to overcome the toughest carpet cleaning and stain removal challenges. After reviewing best practices in the carpet cleaning industry, we have chosen hot water extraction as our preferred method of carpet care. Hot water extraction is the most effective method for removing contaminants from carpet while restoring a carpets condition.

Our team employs the power of a truck-mounted hot water extraction unit along with a high speed rotary extraction unit to give our clients the maximum in carpet cleaning equipment. Through proper training and by adhering to the approved methods of carpet cleaning, we can accomplish the best possible care for carpets, thus maximizing the life of the flooring investment.

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Detailed Service List

Kitchen

- Cabinets will be cleaned inside and out. Liners will be removed. Hardware will be inspected for functionality, condition and damages.
- Stove/Oven/Range Hoods: Commercial grade grease removers will be used to thoroughly clean drip plates, rings and cooking areas.
- Refrigerator, dishwashers, disposals will be run with disinfectant and cleaned thoroughly. Refrigerator coils are cleaned.
- Baseboards cleaned and scuff marks removed from kick plates.
- Sinks will be cleaned, plumbing and fixtures will be tested for leaks—stoppers will be replaced if necessary.
- Chrome fixtures and faucets are cleaned and polished.
- Hard surface floors & floor coverings will be either vacuumed or steamed and then thoroughly cleaned. Stain remover, high traffic guard and fresheners will be used in every unit (unless deemed as replaced by Property Manager)
- Kiltz will be used to address areas affected by grease from cooking.
- Detail Dust - High And Low Areas
- Walls & Ceiling will be cleared of all dust, decals, discolorations, and crayons to the best of our ability.
- Door Lock(s) & Hardware will be checked for integrity and repairs
- Lighting Fixture(s) will be taken down, globes washed and bulbs replaced.
- Window(s) the interiors of all glass/window(s) will be cleaned
- Blinds will be cleaned thoroughly. Window Covering(s) will be removed if left by former tenant.
- Smoke Detectors will be replaced if removed.
- Spot Clean All Walls, Light Switches And Doors
- Clean all Horizontal Surfaces- i.e. Window sills, tops of doors and windows, Counters.
- Any and all trash, debris, garbage will be cleaned out and removed.

Living Room

- Hard surface floors & floor coverings will be either vacuumed or steamed and then thoroughly cleaned. Stain remover, high traffic guard and fresheners will be used in every unit (unless deemed as replaced by Property Manager)
- Detail Dust - High And Low Areas
- Walls & Ceiling will be cleared of all dust, decals, discolorations, and crayons to the best of our ability.
- Door Lock(s) & Hardware, and door stops will be checked for integrity and repairs.
- Lighting Fixture(s) will be taken down, globes washed and bulbs replaced.
- Window(s) the interiors of all glass/window(s) will be cleaned.
- Blinds will be cleaned thoroughly. Window Covering(s) will be removed if left by former tenant.
- Ceiling fan blades and motor housing will be dusted and moist wipe down/cleaned.
- Smoke Detectors will be replaced if removed.
- Fireplace, if applicable, will be cleaned/vacuumed and wiped.
- Spot Clean All Walls, Light Switches And Doors
- Clean all Horizontal Surfaces- ie. Window sills, tops of doors and windows.
- Any and all trash, debris, garbage will be cleaned out and removed.

Detailed Service List- Cont.

Dining Room

- Hard surface floors will be steamed and then thoroughly cleaned.
- Detail Dust - High And Low Areas
- Walls & Ceiling will be cleared of all dust, decals, discolorations, and crayons to the best of our ability.
- Lighting Fixture(s) will be taken down, globes washed and bulbs replaced.
- Window(s) the interiors of all glass/window(s) will be cleaned
- Ceiling fan blades and motor housing will be dusted and moist wipe down/cleaned.
- Blinds will be cleaned thoroughly. Window Covering(s) will be removed if left by former tenant.
- Smoke Detectors will be replaced if removed.
- Fireplace, if applicable, will be cleaned/vacuumed and wiped.
- Spot Clean All Walls, Light Switches And Doors
- Clean all Horizontal Surfaces- i.e. Window sills, tops of doors and windows.
- Any and all trash, debris, garbage will be cleaned out and removed

Bedroom #1

- Hard surface floors & floor coverings will be either vacuumed or steamed and then thoroughly cleaned. Stain remover, high traffic guard and fresheners will be used in every unit (unless deemed as replaced by Property Manager)
- Detail Dust - High And Low Areas
- Walls & Ceiling will be cleared of all dust, decals, discolorations, and crayons to the best of our ability.
- Door Lock(s), hardware and door stops will be checked for integrity and repairs.
- Lighting Fixture(s) will be taken down, globes washed and bulbs replaced.
- Window(s) the interiors of all glass/window(s) will be cleaned
- Blinds will be cleaned thoroughly. Window Covering(s) will be removed if left by former tenant.
- Ceiling fan blades and motor housing will be dusted and moist wipe down/cleaned.
- Smoke Detectors will be replaced if removed.
- Spot Clean All Walls, Light Switches And Doors
- Clean all Horizontal Surfaces- i.e. Window sills, tops of doors and windows.
- Any and all trash, debris, garbage will be cleaned out and removed.

Bathroom(s)

- Sinks and plumbing will be checked for leaks.
- Tub/Shower areas will be cleaned and disinfected.
- Shower heads will be soaked to remove calcium build ups.
- Toilets will be cleaned thoroughly. Seats will be replaced if necessary and upon Property Manager approval.
- Hard surface floors will be steamed and then thoroughly cleaned.
- Baseboards cleaned and scuff marks removed from kick plates.
- Chrome fixtures and faucets are cleaned and polished.
- Door Lock(s), hardware, and door stops will be checked for integrity and repairs.
- Detail Dust - High And Low Areas
- Clean out of P-trap(s) and drains.
- Towel bars and shower rods are cleaned thoroughly.
- Walls & Ceiling will be cleared of all dust, decals, discolorations, and crayons to the best of our ability.
- Lighting Fixture(s) will be taken down, globes washed and bulbs replaced.
- Ceiling fan blades and motor housing will be dusted and moist wipe down/cleaned.
- Window(s) the interiors of all glass/window(s) will be cleaned
- Blinds will be cleaned thoroughly. Window Covering(s) will be removed if left by former tenant.
- Spot Clean All Walls, Light Switches And Doors
- Clean all horizontal surfaces- i.e. Window sills, tops of doors and windows.
- Any and all trash, debris, garbage will be cleaned out and removed

Other Areas

- Utility/Laundry Room; hot water tank will be cleaned and dusted thoroughly.
- Air Conditioning Unit will be vacuumed.
- Air Vents and Filters will be addressed.
- Patio, Terrace, Deck, etc will be swept and mopped if applicable.

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One Source

Property Maintenance Solution

Apartment turnover—comprehensive service package to include repair, painting, cleaning and carpet services.