

Best Practice for Success

Residential Property Management – Always get lots of Move in and or Move out photos.

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This is a continuation of my series on best practice for success where I discuss best practices in residential property management. This one applies to rental property management and the importance of getting photos post move out and pre move in.

I always get photos at move out to document property condition. I get photos of items that might be tenant damage and or lack of cleaning. I get the bathrooms including the showers, toilets to see if they are clean or not – if not this could be a past tenant charge. I get photos of the kitchen including inside the fridge and the interior and exterior of the range to see if they have been clean or not – if not it could be another past tenant's expense. Same with carpets and flooring – I'm looking for stains, soil, cigarette burns, candle wax which are cleaning and or repair items at the tenant's expense. Lastly if there are damages – E.g. lots of large holes in walls or poor wall patching make sure to get photos. I always have pre move in photos that document the difference from move out to move in. Then, I can prove that this damage and or cleaning area was not an issue before the tenant moved in. Take care to note the difference between damage and normal wear and tear the later of which is not chargeable to tenants.

The other part of this is getting photos pre move in after the make ready process so as to document the move in condition of the property. Adding to what you saw above I get photos of the interior walls, window coverings, windows, exterior including the windows, landscaping, etc. I pretty much cover everything, no exceptions. All so as to document the condition of the property at move in. It takes as many photos as needed to cover the whole property inside and out. That can be 65+- for a small apartment to 350+- for a larger home. These photos need to be stored for the duration of all info stored as per NMREC rules.

Photos are important in case you need to prove to the owner or past tenant that the condition was there or not there at a certain time. They are not the same kind of photos taken to market the property.

If you, your friends or family need a professional property manager / Realtor® that pays attention to details like photos for residential rentals or sales, please contact me.