



Independent Rental Owners Council

Reliable Cleaning Crew Essential When Turning Rental



DEBBIE NORTON
IROC

Editor's note: *The suggestions contained herein are meant as guidelines and are based on the experience of Independent owners. Please send your comments and questions to Debbie Norton, Realtor, John Hall & Associates, at 602-995-7400 or dn012@yahoo.com.*

It has been predicted that the rental market is changing. You know it has changed when the renter moves out on the last day of the month at the last moment and the new resident is asking for the keys for the next day move-in.

CLEANING THE RENTAL

What about the cleaning? I schedule the cleaning crew to clean everything, including the carpets, blinds, bathrooms and other areas, regardless of what it looks like three days before the resident is totally out. When you have a reliable team to get it ready for move-in, it is up to your standard.

Some of this cleaning I consider normal wear-and-tear. It is simply my opinion that windows that need cleaning fall into this category. It is very rare the cleaning crew would show up and have nothing better to do in crunch time than clean windows, so try scheduling it.

Additionally, consider ending a lease at 3 p.m. the last day of the month, to get your cleaning crew in, or start the lease on the second day of the month to allow a day for the carpets to dry.

A more recent scenario for me was the leasing of a rental while it was being renovated. What seemed like plenty of time to get it prepared for the new resident wasn't. Picture moving day: the new renter, along with his friends, pick-up trucks and cars, is excited and ready to move in, only to find workers still diligently working. Everyone knew the deadline, and I was assured the timeline would work. The only reason I would doubt this is from my past experiences.

So what do you do in this situation? Most importantly, do not panic. Do not start screaming and threatening the workers. Do not lie sleeplessly in bed the night before. It will not change the outcome!

In this instance, I contacted the new resident. The carpet had been completed in three bedrooms, the living room was one hour from completion, and the workers were still there. The resident had the option to move things into the completed rooms. The remainder of the home was being tiled; while most of it had been laid, it was not grouted at that time. All the kitchen cabinets had been installed, but the countertop arrived three weeks late the night before move-in with no sinkhole cut.

The morning of moving day, I was at a store purchasing the appliances; I missed reserving optimum delivery date by calling two hours late at my normal appliance store.

I happen to have a great team. At this moment, you maybe wondering what I think is great! A great team is one with a leader who will step-up and make sure the job gets finished as soon as possible; a person who believes in teamwork. If something is missing, he or she will go pick it up. If the counter has been installed without a hole, he or she will cut one and install the sink. He or she motivates the team and picks up the pace. And the team works everyday until the job is finished.

In this case, the job was completed, the renter moved in, and I prorated the rent to credit the days the work wasn't completed. The workers were there to take care of any unexpected repairs for the resident. The renter was happy and the work was completed: new carpet, new tile, new cabinets, window coverings and landscaping trimmed and weed-free. It was give and take. **AMA**

IROC MONTHLY MEETING SCHEDULE

INDEPENDENT RENTAL OWNERS COUNCIL

Do you own fewer than 20 rental properties? Do you want to spend 90 minutes each month with fellow real estate investors to get ideas on operating your property more efficiently and at a greater profit?

If you answered yes to the above, you will want to attend the monthly IROC networking luncheon.

CENTRAL REGION

11:15 A.M. - 1 P.M.

NO MEETING SCHEDULED FOR JUNE
IN LIEU OF IROC EDUCATION CONFERENCE

TUESDAY, JULY 18
TUESDAY, AUG. 15

ARIZONA STATE RELATIONS
4001 N. 3rd St, Phoenix
(south of Indian School Road)

SOUTHERN REGION

11:15 A.M. - 1 P.M.

FRIDAY, JUNE 9
FRIDAY, JULY 14
FRIDAY, AUG. 11

TITLE SECURITY AGENCY
6390 E. Tanque Verde Rd., Tucson

Reservations Required for Southern Region
Contact Anne Spiker at 602-296-6208 or aspiker@azama.org