STANDARD OPERATING PROCEDURE

Rental Property Inspection SOP

Document no.	SOP-PRM-006
Revision	1.0
Owner	Property Manager
Effective date	September 15, 2026
Review cycle	Every 12 months

1. Purpose

To inspect rental units and common areas on a regular schedule, catching maintenance issues and lease violations early while respecting tenant notice requirements.

2. Scope

Applies to routine, seasonal, and drive-by inspections of occupied units and shared property areas. Move-in and move-out condition inspections are covered by their own SOPs.

Definitions

Notice to enter	A written notice given to a tenant before entering their unit, as required by the lease and local law.
Common area	Shared spaces such as hallways, parking lots, laundry rooms, and mailrooms not exclusively used by one tenant.

3. Responsibilities

Property Manager	Sets the inspection schedule, reviews findings, and follows up on lease violations.
Leasing Agent	Sends notice to enter and schedules inspection appointments with tenants.
Maintenance Technician	Conducts the physical walkthrough and logs maintenance issues found.

RACI matrix

Activity	Property Manager	Leasing Agent	Maintenance Technician
Schedule the inspection and send notice	I	R/A	C
Conduct the unit walkthrough	I	C	R/A
Log maintenance issues found	I	-	R/A
Review lease violation findings	R/A	C	I
Inspect common areas	I	C	R/A

R = Responsible, A = Accountable, C = Consulted, I = Informed

4. Materials and PPE

Materials, tools and systems

- Property inspection checklist
- Notice to enter template
- Camera or phone for inspection photos
- Property management software
- Common area inspection log

5. Procedure

Step	Task	Owner	Done
5.1	**Set the inspection schedule** Set the schedule for routine unit and common area inspections for the period, based on the property's policy and any lease-specific inspection terms.	Property Manager	☐
5.2	**Send the notice to enter** Send each tenant the required written notice to enter, stating the date and general time window, with enough lead time to meet the lease and local law. **Checkpoint:** Notice to enter is sent and confirmed received within the timeframe required by the lease and local law before every scheduled inspection.	Leasing Agent	☐
5.3	**Confirm or reschedule the appointment** Confirm the appointment with the tenant a day or two before, and reschedule if the tenant requests a conflict be resolved, within a reasonable timeframe.	Leasing Agent	☐
5.4	**Inspect the unit's systems and safety devices** Check that smoke and carbon monoxide detectors, HVAC, plumbing, and electrical systems are functioning, noting anything that needs a follow-up work order.	Maintenance Technician	☐
5.5	**Check for maintenance issues** Walk every room looking for leaks, pest activity, mold, or wear that needs attention, and photograph anything that will need a maintenance follow-up.	Maintenance Technician	☐
5.6	**Note any apparent lease violations** Note any apparent lease violation observed during the inspection, such as an unauthorized pet or occupant, without confronting the tenant on the spot.	Maintenance Technician	☐
5.7	**Document the inspection with photos** Photograph each room and any issue found, and complete the inspection checklist before leaving the unit. **Checkpoint:** Every inspected unit has a completed checklist and photos on file the same day as the inspection.	Maintenance Technician	☐
5.8	**Inspect common areas** Walk hallways, parking lots, laundry rooms, and other shared spaces on the same visit, checking lighting, cleanliness, and any safety hazard.	Maintenance Technician	☐
5.9	**Create follow-up work orders** Create a work order for every maintenance issue found during the inspection, prioritized by urgency, and route it into the maintenance request process.	Maintenance Technician	☐

Step	Task	Owner	Done
5.10	**Review lease violations with the tenant** Review any noted lease violation with the property manager and, if it's confirmed, send the tenant written notice of the violation per the lease and local law.	Property Manager	☐
5.11	**File the inspection report** File the completed inspection checklist, photos, and any violation notice in the unit's file and the property management software.	Property Manager	☐

6. Quality checks

- Every inspection has a signed notice to enter on file before the visit.
- Completed checklists and photos are filed the same day as each inspection.
- Maintenance issues found during inspection generate a follow-up work order.
- Lease violations are documented and communicated to the tenant in writing.

7. Records

- Signed notice to enter
- Inspection checklist with photos
- Follow-up maintenance work orders
- Lease violation notices

8. KPIs

- Percentage of scheduled inspections completed on time
- Number of maintenance issues found per inspection
- Average time from inspection finding to work order closure

9. Common mistakes

- Entering a unit without sending the required notice.
- Skipping common area checks during a unit-focused inspection visit.
- Not turning inspection findings into an actual work order.
- Confronting a tenant about a lease violation on the spot instead of documenting and following the formal process.

10. Revision history

Revision	Date	Description	Reviewed by
1.0	September 15, 2026	Initial release	Alexa Uskova

Approval

Prepared by	Approved by	Date

This is a template. Adapt it to your organization, equipment and local regulations before use.

Scan for the latest version

Opens this template online, where you can download it again in Word, PDF, Excel or CSV — free, no sign-up.

Or add it to Perfect Wiki so your team can find it and ask questions about it in Microsoft Teams, Slack, kChat or Mattermost.