STANDARD OPERATING PROCEDURE

Rental Unit Turnover SOP

Document no.	SOP-PRM-005
Revision	1.0
Owner	Property Manager
Effective date	September 15, 2026
Review cycle	Every 12 months

1. Purpose

To turn a vacated unit around quickly and to a consistent make-ready standard, minimizing vacancy time while keeping the unit safe and presentable.

2. Scope

Applies to unit preparation between a tenant's move-out and the next tenant's move-in, including repairs, cleaning, and the make-ready inspection. Move-in and move-out procedures themselves are covered by separate SOPs.

Definitions

Make-ready	The status showing a unit has passed inspection and is ready to be shown or leased to a new tenant.
Turn	The full process of preparing a unit for a new tenant after the previous one moves out.

3. Responsibilities

Property Manager	Sets the turnover timeline, approves vendor costs, and signs off on the final make-ready inspection.
Maintenance Technician	Completes repairs, safety checks, and punch list items in the unit.
Cleaning Contractor	Performs the deep clean of the unit once repairs are complete.

RACI matrix

Activity	Property Manager	Maintenance Technician	Cleaning Contractor
Inspect the vacated unit and scope work	I	R/A	-
Complete repairs and punch list items	I	R/A	-
Deep clean the unit	I	C	R/A
Run safety and system checks	I	R/A	-
Sign off on make-ready status	A	R	I

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

4. Materials and PPE

Materials, tools and systems

- Turnover scope and punch list template
- Paint, flooring and fixture stock
- Cleaning supplies and equipment
- Smoke and carbon monoxide detector batteries
- Make-ready inspection checklist
- Camera or phone for before and after photos

Personal protective equipment

- Work gloves
- Dust mask for sanding or painting
- Safety glasses

5. Procedure

Step	Task	Owner	Done
5.1	**Inspect the vacated unit** Walk the unit as soon as it's vacated, photographing the overall condition and comparing it against the tenant's move-out inspection notes.	Maintenance Technician	☐
5.2	**Build the turnover scope** List every repair, replacement, and cleaning task needed to bring the unit to make-ready standard, and estimate the time and cost for each.	Maintenance Technician	☐
5.3	**Get approval for the turnover budget** Submit the scope and estimated cost to the property manager for approval before ordering materials or scheduling contractors beyond routine repairs.	Property Manager	☐
5.4	**Complete repairs and punch list items** Work through the punch list in a logical order, such as ceiling and wall repairs before flooring and painting before final cleaning.	Maintenance Technician	☐
5.5	**Test all appliances and systems** Test the HVAC system, water heater, plumbing fixtures, and all appliances for proper operation, and address anything that fails before the unit is shown. **Checkpoint:** Every appliance and major system operates correctly when tested during the turnover.	Maintenance Technician	☐
5.6	**Check and replace safety devices** Test smoke and carbon monoxide detectors, replace batteries, and confirm fire extinguishers and any required safety signage are present and current. **Warning:** Never leave a unit make-ready with a smoke or carbon monoxide detector that fails its test.	Maintenance Technician	☐
5.7	**Repaint and refresh finishes** Patch and repaint walls where needed, and refresh worn finishes like cabinet hardware or caulking to a presentable, consistent standard.	Maintenance Technician	☐
5.8	**Deep clean the entire unit** Deep clean every room, including inside appliances, cabinets, and closets, once repairs and painting are finished so dust and debris are fully removed.	Cleaning Contractor	☐

Step	Task	Owner	Done
5.9	**Change or rekey the locks** Change or rekey exterior locks and reset any electronic access codes so the previous tenant's keys or codes no longer work. **Checkpoint:** Locks or access codes are changed for every turnover before the unit is marked make-ready.	Maintenance Technician	☐
5.10	**Run the make-ready inspection** Walk the finished unit against the make-ready checklist, photographing each room, and note any remaining item that needs to be fixed before approval.	Maintenance Technician	☐
5.11	**Sign off on make-ready status** Review the completed checklist and photos, and mark the unit make-ready in the property management software so it can be listed and shown.	Property Manager	☐

6. Quality checks

- Every turnover has a documented punch list closed out before make-ready sign-off.
- Smoke and carbon monoxide detectors test working before the unit is marked make-ready.
- Locks or access codes are changed on every turnover.
- Make-ready photos show a fully cleaned, repaired unit matching the checklist.

7. Records

- Turnover scope and punch list
- Make-ready inspection checklist with photos
- Vendor and material cost approvals
- Lock rekey or access change log

8. KPIs

- Average days from move-out to make-ready
- Turnover cost per unit
- Percentage of turnovers completed without a callback repair

9. Common mistakes

- Marking a unit make-ready before testing all appliances and systems.
- Forgetting to rekey locks or reset access codes after the previous tenant moves out.
- Painting or cleaning before repairs are finished, causing rework.
- Skipping the smoke and carbon monoxide detector test.

10. Revision history

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

Approval

Prepared by	Approved by	Date

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