

Home Apartments: Move-Out Procedures

Producer Pre-work:	There is a breakout room activity scheduled for this session on Slide 10 (pages 5-6 of this guide). Collaborate with the Facilitator to decide if participants should be paired with specific partners or if the partners can be chosen at random.
	Mentimeter is used on Slide 4 (pages 3-4 of this guide). Padlet is used on Slide 16 (page 8 of this guide). Have these tabs open to share with the participants during the presentation.

Facilitator Pre-Work:	Review the PowerPoint slides.
	- This guide was developed for the purposes of delivering this course via Zoom, but it can also be used for classroom training with the following considerations: - Breakout room activities will need to be adapted to fit the classroom environment. - Questions will be made directly to learners, rather than by using Zoom response tools
	This session contains a breakout room activity, where participants will need to be grouped with a partner. Collaborate with the Producer about whether you feel those partners should be formed a certain way or if the Producer can make them at random.
	Open the PowerPoint file associated with this guide
	Share the PowerPoint application and ensure that the Zoom <i>Attendees</i> and <i>Chat</i> panels are visible
	Some key talking points and questions are included in this guide but be prepared to add your own commentary and questions as well.
	Aim towards generating a response from the learner(s) at least once every five minutes; this will keep learners engaged and will encourage them to follow along closely. Examples of these types of responses have been noted using ASK.

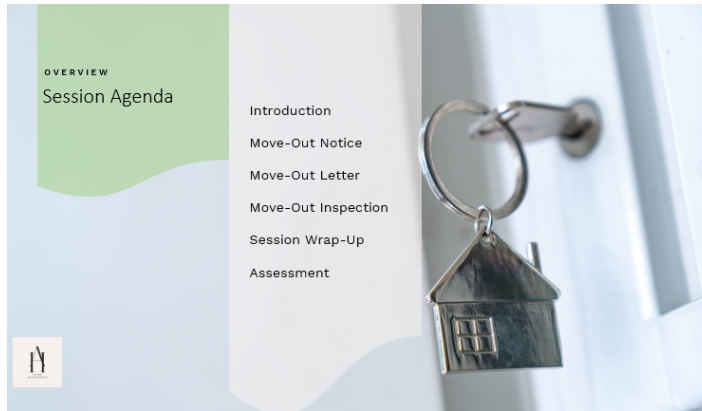
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Session 1		
Slides	Approximate Timing	Topic
1-6	5 minutes	Introduction
7-10	10 minutes	Initial Move-Out Notice
11-13	7 minutes	Move-Out Letter
14-16	7 minutes	Move-Out Inspection
17-21	9 minutes	Session Wrap-Up
22/Rise	9 minutes	Assessment
Total:	45 minutes	

Slide#) Duration	Slide	Facilitator Notes	Producer Notes
1) <1 minute	 Property Management Training Move-Out Process Where high expectations meets high caliber living.	DO: - Welcome learners! - Remind learners that that the session will be recorded and will be available for their review.	

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2) 1 minute



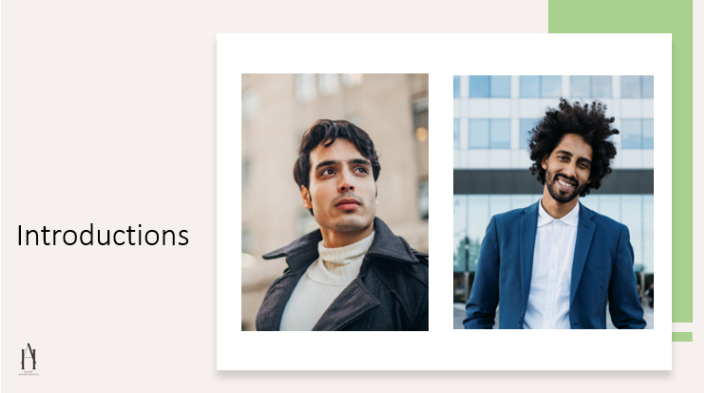
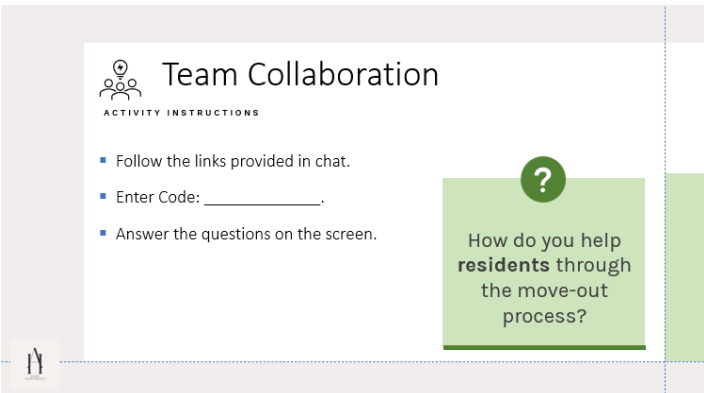
SAY:

- Over the past couple of days, we have reviewed certain policies and procedures at Home Apartments.
- During this session we'll spend time focusing on how you as a management employee follow the move-out procedures with residents.
- The reason why we are concentrating time on this aspect is because incidents of residents moving out of Home Apartments' complexes increased by 15% and resident satisfaction of the move-out process decreased by 20%. The stated reason for resident dissatisfaction was the organization of the move-out process.
- We will be discussing the following topics.

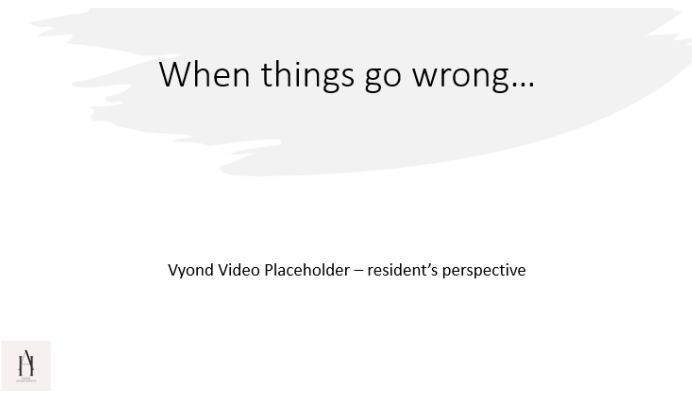
DO:

Allow participants to read the agenda on the slide on their own.

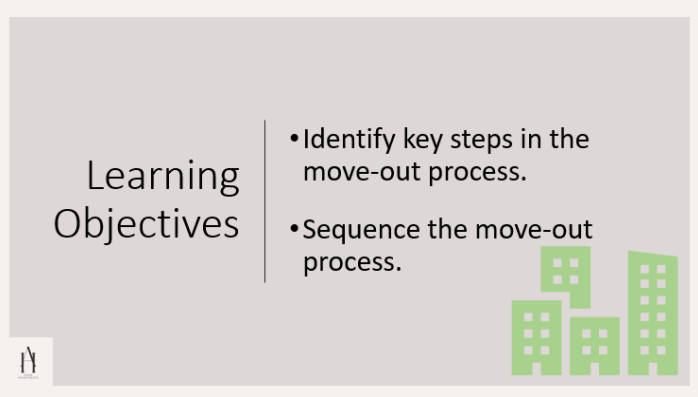
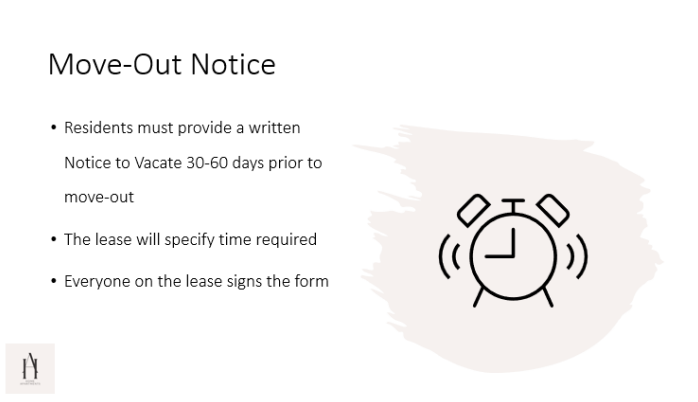
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3) 1 minute		DO: Introduce yourself and the Producer to the group.	
4) 4 minutes (1 min. set up, 2 min. activity, 1 min. debrief)		SAY: - Follow the link provided in chat to answer the question shown on the screen – How do you help residents through the move-out process? - Once you click the link, you will be asked for a code. Enter _____. - Once everyone responds to the question, a word cloud will be created with the answers. - Make sure you hit submit at the bottom after entering your answer. - Once you submit, return here so we can discuss. - You will have 1 minute, starting now. DO: - Click the Mentimeter link to open the Word Cloud so they can see the answers update in real time. https://www.mentimeter.com/app/	<i>While Moderator is introducing the activity, navigate to the Mentimeter website and login.</i> <i>Click on the preset Word Cloud activity for Intro Move-Out Process and go into Presentation mode.</i> <i>Post a link in chat to the “How do you help residents through the move-out process?” Mentimeter page.</i> <i>Switch the screen from the PowerPoint presentation to the Mentimeter page so that</i>

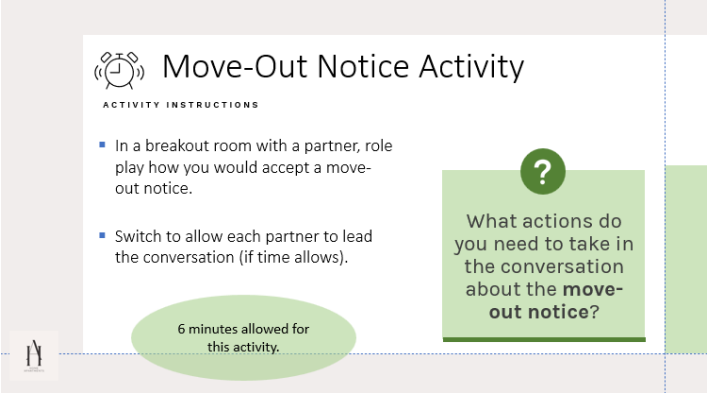
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		presentation/alibx6w9ofgnu6ttusjpc4r6p2ky4grh/q9kbob38k6xc Debrief the outcome and highlight key words, trends, and outcomes of the activity (As answers are coming through the word cloud). SAY: As you can see, it seems we have different keywords concerning the move-out process with residents. Now, let's look at this from the resident's perspective when management employees are inconsistent with the move-out process.	<i>participants can see it in real time.</i> <i>Keep track of time using the timing instructions provided.</i> <i>Allow 30 seconds to a minute for attendees to place their thoughts into the word cloud by setting the timer.</i> <i>Grab a screenshot of the Mentimeter page so the ideas that are shared can be sent out after the conference.</i>
5) 3 minutes (2-minute video, 1-minute debrief)	 When things go wrong... Vyond Video Placeholder – resident's perspective	SAY: We are going to see what things look like from the perspective of our residents when they experience the move-out process when our management employees do not follow the move-out procedures consistently. Note what you would've done differently in this situation. ASK: What did you notice from the perspective of the resident? What could the management employee done differently?	<i>Producer Notes:</i> <i>After Moderator introduces the video, click play.</i> <i>After video completes, keep this slide up during debrief.</i>

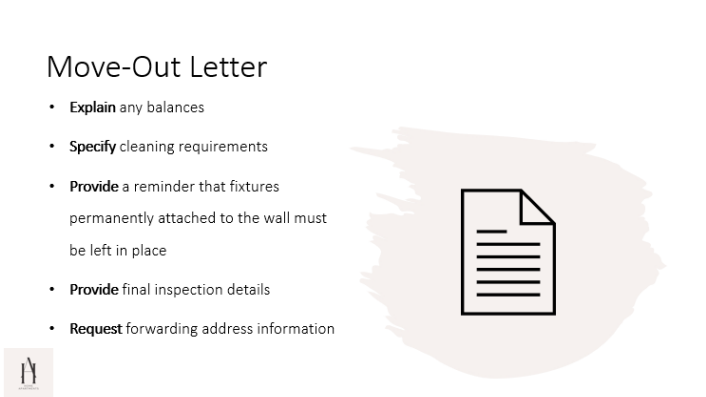
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6) 1 minute		SAY: I think that scenario prepares us to focus on the important learning points today. After this training, you will be able to... DO: Choose a participant to read the Learning Objectives on the screen.	
7) <1 minute		SAY: The initial step in the move-out process is the move-out notice.	
8) 1 minute	Move-Out Notice - Residents must provide a written Notice to Vacate 30-60 days prior to move-out - The lease will specify time required - Everyone on the lease signs the form 	SAY: The criteria that must be met in a move-out notice is... DO: Choose a participant to read the points on the screen.	

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9) 2-3 minutes	Receiving a Move-Out Notice: • Date stamp the time the notice to vacate was received on the document • Provide list of damage/cleanup charges • Explain outstanding charges or fees that need to be paid before move-out • Explain that an apartment is not considered vacated until all keys are returned • Obtain a forwarding address  	SAY: The actions you take as a management employee are vital in this process. When you receive a move-out notice, you should... DO: Choose a participant to read the points on the screen. Emphasize the bolded action verbs. ASK: Before we move on to the activity, do you have any questions for me about the move-out notice? <i>Example Questions:</i> What do I do when/if... (Answer given in reference to policy found in Participant's Guide.)	
10) 6 minutes (1 min set up, 3 min activity, 2 min debrief)		SAY: • You will be put into breakout rooms with a partner for this exercise. • Partner A will role play as the management employee, while Partner B will role play as the resident. • Page # has a great guide to this conversation. • Once you have gone through the interaction, switch roles (if time allows).	• <i>While Moderator is introducing the activity, set up breakout rooms so there are 2 participants in each room.</i> • <i>Start a 3-minute timer once the breakout rooms are filled.</i>

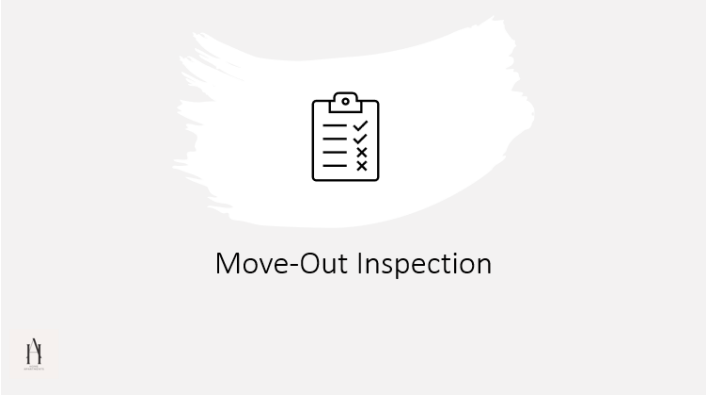
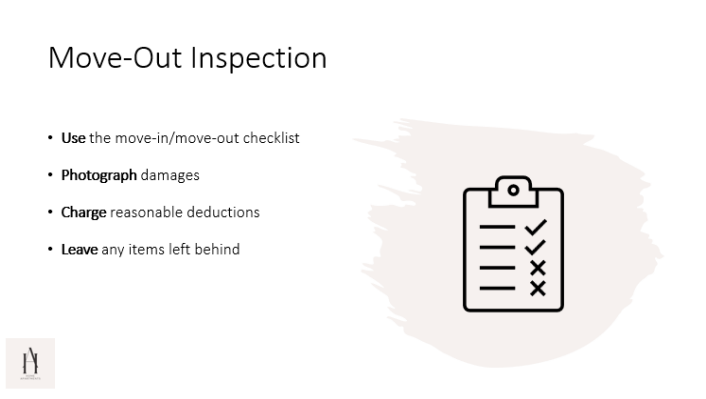
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		<i>(After breakout rooms close)</i> SAY: - Welcome back. I'd love to hear how this activity went for you and your partner. Please drop in the chat what went well and what could be improved upon. DO: - Debrief as answers fill the chat.	
11) <1 minute	 Move-Out Letter	SAY: The next step in the move-out process is the move-out letter.	
12) 2-3 minutes	Move-Out Letter Explain any balances Specify cleaning requirements Provide a reminder that fixtures permanently attached to the wall must be left in place Provide final inspection details Request forwarding address information 	ASK: What is important to include in the move-out letter? SAY: Page # in the Participant's Guide has a copy of our company move-out letter template. The major pieces of information in a move-out letter included should... DO: Choose a participant to read the points on the screen. Emphasize the bolded action verbs.	

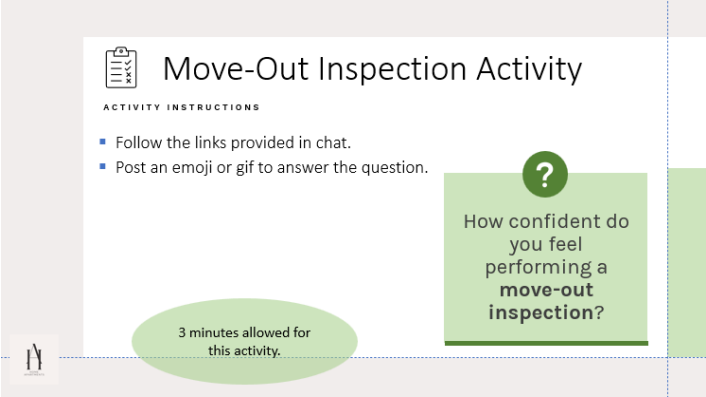
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		ASK: Before we move on to the activity, do you have any questions for me about the move-out notice? <i>Example Questions:</i> What do I do when/if... (Answer given in reference to policy found in Participant's Guide.)	
13) 4 minutes (1 min set up, 1 min activity, 2 min debrief)		SAY: - Follow the link provided in chat to open Home Apartments website. - Once you click the link, you will log-in to the system and open the Management Tab. - Find the move-out letter template. - Our Producer is going to share the screen to walk through these steps. <i>(After walk-through activity)</i> SAY: - A poll is now open for you. Give a green check if you have the letter template open. Give a red X if you need more time. DO: Allow for majority/all participants to give a green check.	<i>While Moderator walks through the steps of opening the template, share your screen (after logging into the system).</i> <i>Make sure your pointer is visible and show where to find the move-out letter template.</i> <i>Open a poll for participants to mark when they have the letter open.</i>

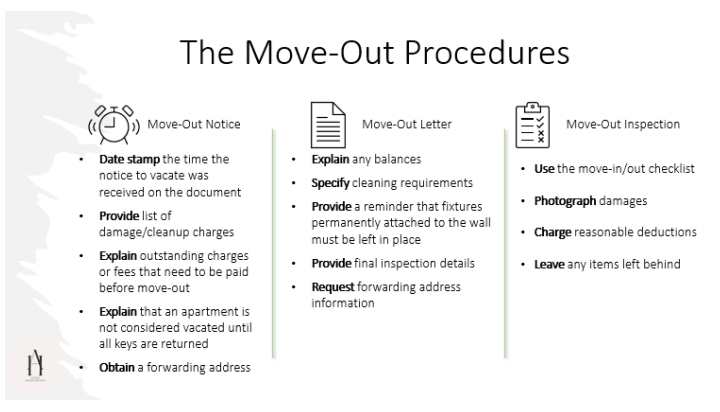
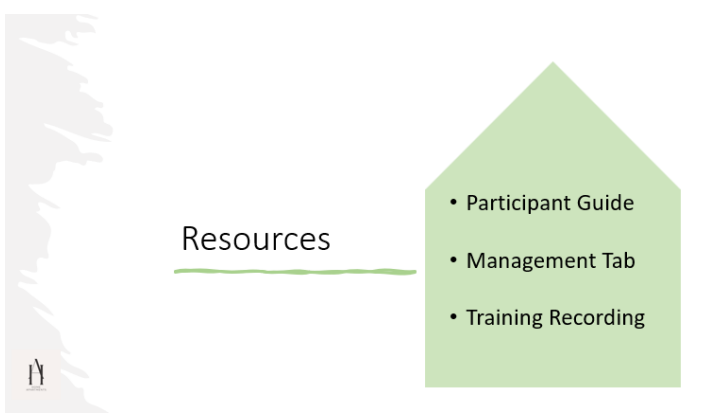
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14) <1 minute	 Move-Out Inspection	SAY: The final step in the move-out process is the move-out inspection.	
15) 4 minutes	Move-Out Inspection • Use the move-in/move-out checklist • Photograph damages • Charge reasonable deductions • Leave any items left behind 	ASK: What is important to do during the move-out inspection? SAY: Take a minute to turn to page # in the Participant's Guide and review the copy of our company move-in/move-out checklist. <i>{allow wait time}</i> During a move-out inspection, you will... DO: Choose a participant to read the points on the screen. Emphasize the bolded action verbs. ASK: What questions do you have about completing a move-out inspection? How confident do you feel in performing a move-out inspection with the checklist? <i>Example Questions:</i> What do I do when/if... (Answer given in reference to policy found in Participant's Guide.)	

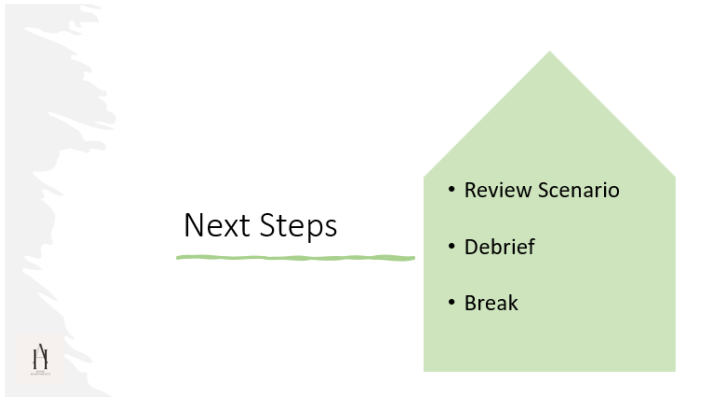
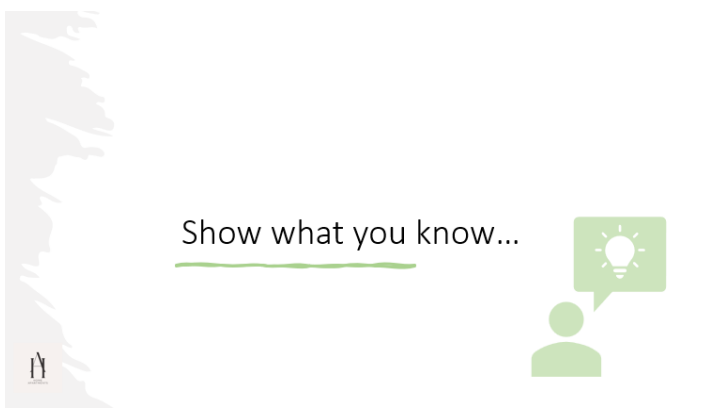
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16) 3 minutes (1 min set up, 1 min activity, 1 min debrief)		SAY: - Follow the link provided in chat to answer the question shown on the screen – How do you feel performing a move-out inspection? - Once you click the link, you can post an emoji, gif, or text to answer the question. - You will have 1 minute, starting now. DO: - Click the Padlet link to open the page, so they can see the answers update in real time. https://padlet.com/jrhunsucker2013/move-out-inspection-hbmbbtxqd nblvdlj - Debrief the outcome and highlight emotions, trends, and outcomes of the activity (As answers are coming in.) SAY: As you can see, there are many different confidence levels across the board. We may need to take this subtopic back to corporate to show where we can improve.	- While Moderator is introducing the activity, drop the Padlet link in the chat. - Switch the screen from the PowerPoint presentation to the Padlet page so that participants can see it in real time. - Keep track of time using the timing instructions provided. - Allow a minute for attendees to place their thoughts onto the page by setting the timer. - Grab a screenshot of the Padlet page so the ideas that are shared can be sent out after the conference.
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17) <1 minute	 In Summary...	SAY: To wrap up, let's look at the steps to follow during the move-out process at Home Apartments.	
18) 3 minutes	 The Move-Out Procedures Move-Out Notice • Date stamp the time the notice to vacate was received on the document • Provide list of damage/cleanup charges • Explain outstanding charges or fees that need to be paid before move-out • Explain that an apartment is not considered vacated until all keys are returned • Obtain a forwarding address Move-Out Letter • Explain any balances • Specify cleaning requirements • Provide a reminder that fixtures permanently attached to the wall must be left in place • Provide final inspection details • Request forwarding address information Move-Out Inspection • Use the move-in/out checklist • Photograph damages • Charge reasonable deductions • Leave any items left behind	SAY: I would like to have 3 volunteers to read each section. DO: Choose 3 volunteers. One volunteer reads the notice section; one volunteer reads the letter section; and one volunteer reads the inspection section.	• <i>Give microphone access to volunteers.</i> • <i>Reveal the points of each section before the volunteer reads the points to the group.</i>
19) <1 minute	 Resources • Participant Guide • Management Tab • Training Recording	SAY: The resources available for reference following this training can be found in/on the... DO: Allow participants to read the agenda on the slide on their own.	

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20) <1 minute	 Next Steps • Review Scenario • Debrief • Break	SAY: Finally, we are going to review the scenario and sequence each of the steps the management employee follows in the move-out process.	
21) 5 minutes (3-minute video and 2-minute debrief)	 When things go right... Vyond Video Placeholder – resident's perspective	SAY: Let's go back to the original scenario we saw at the beginning of this training. ASK: What tasks should you complete when receiving the move-out letter? What information should be included in the move-out letter? What needs to be done during the move-out inspection? (Refer to slide #18 or Participant's Guide page # for correct answers.)	• <i>After Moderator introduces the video, click play.</i> • <i>After video completes, keep this slide up during debrief.</i>
22) 9 minutes	 Show what you know...	SAY: To complete this course, you will show what you know by completing an assessment. The link will be in the chat. You have 9 minutes till the end of this training, but you can take the time you need to complete the assessment. Once you are finished with the assessment, click complete. At that point, you are finished with the move-in training, and you can	• <i>Put Rise 360 link in chat for participants to complete on their own devices.</i> https://360.articulate.com/review/content/11dcf40c-7724-42ac-87c0-19850314bfbe/review

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		enjoy the rest of your day. Thank you for your attention and time!	
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