

# Client Journey Map

## PRE-ARRIVAL

Signed Management Agreement

## FIRST DAY

Introductory Email Sent

## FIRST WEEK

- Fully Onboard and portal set up
- Sign and lockbox installed
- Make Ready Started
- Scheduled Call with Accounting Manager
- Prep for property marketing

## FIRST MONTH

- Property Marketing Begins
- Application Approvals
- Lease Signing and Move-In Coordination

## FIRST THREE MONTHS

- Resident Move In
- 24/7 Maintenance being handled
- Rent Collections and Statements
- Owner Payouts

## FIRST YEAR

- Bi-annual Drive-bys Conducted
- Complimentary Walk-thru Conducted
- Resident Lease Renewal
- End of year Tax Reporting

