

Tenant Success Guide

A playbook for residents to build great rental history and a smoother stay.

MOVE-IN

- Document the unit's condition with date-stamped photos and video
- Test every appliance, outlet, faucet, and lock the first week
- Submit any move-in concerns in writing within the first 7 days
- Save your lease, addenda, and move-in checklist in one folder

DAY-TO-DAY

- Pay rent on or before the due date — set autopay if possible
- Submit maintenance requests through the portal, not by text
- Keep renters insurance active with your landlord listed as interested party
- Communicate early about anything that could affect occupancy or payment

BUILDING RENTAL HISTORY

- Ask for a payment history letter at lease renewal
- Keep two prior landlord references current
- Honor the full notice period when moving out
- Leave the unit cleaner than you found it

MOVE-OUT

- Schedule a pre-move-out walk-through
- Return all keys, fobs, and remotes
- Provide a forwarding address in writing