



Owners generally dread getting that phone call or notice in the mail from their property manager that their rental unit is coming vacant. There's the immediate concern of the loss of rental income, which is often followed by the realization that there's going to be the unavoidable expense of the turn-over.

Depending on the property and the tenant, some of the expense can be deducted from the tenant's security deposit. However, there's a lot of other expenses that are classified as 'normal wear and tear' and are typically absorbed by the owner. Regardless of who is responsible for payment there's some improvements that tend to make a huge impact and are generally recommended in order to get the most rent possible and/or avoid costly repairs later!

- **Paint** - A full interior paint refreshes the look of any home and gives it an extra sense of 'clean'. The cost for materials is minimal so if you are in the area and have a long weekend this is a great way to improve the presentation of your rental. A durable, stain resistant paint in a neutral color is recommended for longevity. Regal Classic Premium Interior paint that 100% Acrylic with a semi-gloss finish is washable and durable.
- **Flooring** – replacing or upgrading the flooring in a home can often cost less than you might think. There are a lot of great, 'rental-friendly' products that are durable, cost-effective, and will ultimately increase the value of a rental. One recommended item is the Mohawk Smart-Strand® carpet that has built-in permanent stain and soil protection. This product is made from corn sugar and the stain resistance of SmartStrand® carpet is engineered into the fiber and will never wear or wash off. The product claims that even pet urine won't stain Smart-Strand® carpet and it comes with a lifetime pet urine warranty as well as lifetime stain and soil warranties – both of which are ideal for rentals!
- **Landscape clean-up** – curb appeal is everything, even with rentals that are on the lower end of the rent spectrum. A basic cleanup with some weed-removal and fresh bark can be inexpensive if a little elbow grease is applied. New products like rubber mulch provides several advantages over standard plant material based mulches but are generally more expensive. However, in the long run it may prove to be worth it, depending on the property landscape design. In addition to it lasting longer than traditional mulch, rubber mulch does not absorb water on its way through to the soil, which reduces fungus and plant growth. It essentially becomes a weed barrier due to the fact that weed seeds dehydrate in the mulch before reaching the soil.
- **Window Coverings** – If there are blinds in a rental it is imperative that they are in good condition for the best presentation. Most rentals have the standard, economy metal blinds that can easily be replaced from any home improvement store. If this is the case it is advised that any bent, broken, or discolored blinds be replaced.

When A Unit Turns Over (continued)

- If there are more expensive, wooden or laminate blinds we recommend that they be professionally cleaned during a turn-over. A general wipe down does not clean all of the crevices and crannies and can result in build-up that eventually leads to the deterioration of the mechanics of the blinds.
- Although professional cleaning or replacement may be more than one wants to spend when there's the impending loss of income from the move-out, it ultimately contributes to the overall appearance to prospective renters and may pay off in the long-run.
- Heating and Air Conditioning Service – Professional service of the HVAC system is advisable when a tenant moves out. A tune-up and maintenance inspection will reveal any items of concern and may save \$1000's down the road. Typically this is not a tenant's priority and it is often neglected or forgotten all together until it breaks down. Major repairs and/or replacements can be costly – much more so than a general preventative maintenance call.

When a property manager does a turn-over inspection they are generally looking for items that **MUST** be addressed. If you have a vacant unit or one coming up and would like to discuss these or other improvements with your PM - just let them know! CPM has great relationships with vendors throughout the valley and can often get discounts on a variety of maintenance, repair and improvement items. It never hurts to get an estimate, and may ultimately result in a quicker turnaround if the work is completed!