



## Unit Turnover Protocol

Whenever a supportive housing tenant's tenancy ends, the building manager should:

- Contact maintenance for a lock change immediately.
- Inform on-site support service team immediately.
- Schedule timely unit turn-around by promptly submitting a work order to the maintenance department.
- Inspect the unit and complete a Move-Out Data Sheet (see [Sample Move-Out Data Sheet](#) attached) documenting any damage to the unit beyond normal wear and tear.
- The maintenance department should document any damage beyond normal wear and tear. The cost to repair excessive damage is generally the exiting tenant's responsibility and can be deducted from any security deposit due. The Move-Out Data Sheet should be provided to the tenant to document the deduction.
- Notify other departments and agencies as appropriate as soon as possible.
- A best practice is to send the entire tenant file, including a copy of the Notice of Vacancy, Move-Out Data sheet, and any notices of surrender, abandonment or eviction, to the director of property management or designated staff, within 72 hours.
- Monitor the completion of the unit turnaround. (See below.)
- Return the tenant's security deposit in accordance with state and local laws.

### Monitoring the Turn-around

Experienced supportive housing owners ensure timely turnaround of vacant units to ensure efficient building operations. Best practices include:

- The building manager informs the maintenance department of any current or upcoming vacancy, as soon as s/he is aware of the upcoming vacancy, and schedules janitorial service. Some managers also schedule a janitorial unit inspection prior to the Housing Quality Inspection by the local Housing Authority.
- The building manager or designated employee inspects the unit and determines if repairs are needed for the unit to pass inspection and applicable housing quality standards (HQS). The manager is also responsible to schedule a timely pre-unit inspection as required.

Only vendors approved by the director of property management should be contracted to make repairs. The manager should ensure the contracted work is satisfactory prior to approving invoices for payment. Supportive housing best practice seeks to have units turned around as quickly as possible so a new tenant may be assisted.

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Note: This document is included within the *Housing Operations* section of CSH's *Toolkit for Developing and Operating Supportive Housing*, which is available at [www.csh.org/toolkit2](http://www.csh.org/toolkit2). This document has been adapted from CSH's *Supportive Housing Property Management Operations Manual*, which is available at [www.csh.org/publications](http://www.csh.org/publications).



## Sample Move-Out Data Sheet

*Note: This sample Move-Out Data Sheet may be used to document the condition of a vacated unit. Such a form should be completed immediately upon move-out.*

Tenant Name: \_\_\_\_\_  
 Building: \_\_\_\_\_ Unit #: \_\_\_\_\_  
 Date Notice Received: \_\_\_\_\_  
 Date Tenant Vacated: \_\_\_\_\_  
 Forwarding Address: \_\_\_\_\_  
 \_\_\_\_\_  
 Reason for Leaving our Housing: \_\_\_\_\_  
 \_\_\_\_\_

CHARGES to TENANT: (List all charges for damage beyond normal wear and tear that should be applied to former tenant's account.)

Item	Work to Do	Charge Key	Charge to Tenant (mgr fill in)
Cleaning	Heavy	\$	\$
	Medium	\$	
	Light	\$	
Painting	Entire Unit Touch-up	\$ \$	\$
Carpet	Replacement	\$	\$
	Cleaning	\$	
Sink	Repair Replacement	\$	\$
		\$	
Stove	Repair Replacement	\$	\$
		\$	
Refrigerator	Repair Replacement	\$	\$
		\$	
Walls	Patching	\$	\$
Floor Tiling	Repair	\$	\$
Windows	Replacement	\$ per window	\$
Unit door lock	Replace cylinder	\$	\$
Other (1)	[Describe]	\$	\$
Other (2)	[Describe]	\$	\$

Prepared by: \_\_\_\_\_ Date: \_\_\_\_\_  
 (Building Manager sign here)

Cc: Tenant File, Finance

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