

Storyboard - Property Management Training - Lisa Kiernan


Introduction: Welcome to the Move-Out Mastery Training Series. We understand that handling move-outs can be complex, filled with challenges and unique situations. That's why we're here to equip you with the knowledge and skills you need to excel in managing the transition from a tenant's departure to preparing the property for new occupants.


Learning Objectives	Characters:	VO (Well Said Labs)
<ol style="list-style-type: none">1. Understand the purpose and importance of prior written notices in lease agreements.2. Understand the role of walk-through inspections in determining the condition of the property and addressing any necessary repairs or deductions.3. Develop skills in effectively communicating and documenting the termination process, including providing written notice, negotiating terms, and handling security deposits or refunds.	Property Manager [PM] Realestate Agent [RA] Male tenant [MT] Female Tenant Office worker	Se'von M Jimmy J. Paul B. No VO No VO

Color Palette:




Storyboard - Property Management Training - Lisa Kiernan

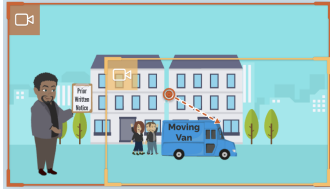
Scene # 1 Title: Welcome	Action	Dialogue	FX
Thumbnail: 	Man talking to the screen.	[PM] Welcome to the Move-Out Mastery Training Series, brought to you by the property management company!! We understand that handling move-outs can be a complex process, filled with challenges and unique situations. That's why we're here to equip you with the knowledge and skills you need to excel in managing the transition of a tenant's departure.	SM-2 SM-22

Scene # 2 Title: Welcome 2	Action	Dialogue	FX
Thumbnail: 	Man walking towards desk	[PM] In today's fast-paced real estate market, a smooth move-out process is crucial for maintaining tenant satisfaction, protecting property value, and maximizing rental revenue. Whether you're a seasoned property manager or new to the industry, this training series is designed to empower you with the essential techniques and best practices for handling move-outs effectively and efficiently.	SM-3

Scene # 3 Title: Objectives	Action	Dialogue	FX

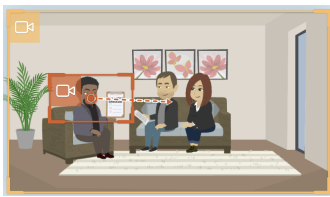
Storyboard - Property Management Training - Lisa Kiernan


<p>Thumbnail:</p> 	<p>objectives pop up from the computers Prior Written Notice Walk through lease termination</p>	<p>[PM] Over the course of this comprehensive training, our expert instructors will guide you through every step of the move-out process. From accepting prior written notices to conducting walk-throughs, to properly terminating the lease agreement we'll cover it all. You'll also learn effective communication strategies to handle delicate conversations with tenants and navigate potential disputes.</p>	<p>SM - 20</p>
---	---	--	----------------


<p>Scene # 4 Title: Written Notice</p>	<p>Action</p>	<p>Dialogue</p>	<p>FX</p>
<p>Thumbnail:</p> 	<p>Written Notice slides in camera zooms in on tenants tenants wave from back of moving van, moving van drives away</p>	<p>When residents decide to move out, there are procedures that need to be followed. Written notice needs to be provided by the tenant 30-60 days prior to the move-out date. These dates are a general guideline and the tenants should always refer to their lease agreement to confirm the time frame. When you receive the notice to move out, be sure everyone who is on the lease has signed it. Stamp the notice with the date.</p>	<p>SM-18</p>

<p>Scene # 5 Title: Inspection checklist</p>	<p>Action</p>	<p>Dialogue</p>	<p>FX</p>
<p>Thumbnail:</p>	<p>Camera starts on PM then pans to tenants, who are holding a list</p>	<p>[PM] Once written notice has been accepted by the property management office, an inspection checklist must be followed. After completion of the inspection,</p>	<p>SM-27</p>

Storyboard - Property Management Training - Lisa Kiernan


		<p>the tenants will receive a notice that will explain any balances, and cleaning requirements, notice that all fixtures permanently attached should be left in place, and a forwarding address should be requested.</p>	
---	--	--	--

Scene # 6 Title: Inspection	Action	Dialogue	FX
<p>Thumbnail:</p> 	<p>PM explaining the walk through RE walking through kitchen, taking photos, typing in the computer, MT receiving note</p>	<p>[PM] A walkthrough will reveal any deductions from the security deposit. When performing an inspection be sure to photograph any damages, charge the tenant for any reasonable deductions, and do not remove any items left behind. Anything left behind will result in a cleaning fee charged to the tenant. Any fees or deductions will be taken from the security deposit. These deductions can include damages, unpaid rent, unpaid utility charges, extended stays, inadequate notice, or eviction.</p>	<p>SM-8</p>


Scene # 7 Title: Lease Termination	Action	Dialogue	FX
<p>Thumbnail:</p> 	<p>PM explaining the types of lease termination violations appearing with vo</p>	<p>There may come a time when termination of the lease is necessary. The reasons for termination are as follows: Non-payment of rent keeping a pet in violation of the policy</p>	<p>SM-28</p>


Storyboard - Property Management Training - Lisa Kiernan

		<p>addition of unauthorized residents subleasing misuse or illegal use of premises providing false information on the rental application or lease. if any of these violations occur there are 3 options for tenants</p> <ol style="list-style-type: none"> 1. renew resident under terms of previous lease 2. file court papers for possession of the apartment 3. offer the resident a shortened term or a month-to-month lease. 	
--	--	--	--


Scene # 8 Title: Evictions	Action	Dialogue	FX
<p>Thumbnail:</p> 	<p>PM explaining evictions, looking sad. MT moving boxes FT crying</p>	<p>Evictions are rare and are a sensitive topic. Before the property management company moves to evict a tenant an investigation needs to take place. It is our responsibility to understand and uphold state and local laws. Residents have the legal right to appropriate notice of eviction and the opportunity to respond. There are several different types of evictions:</p>	<p>SM-25</p>


Storyboard - Property Management Training - Lisa Kiernan

Scene # 9 Title: Pay rent or Quit	Action	Dialogue	FX
<p>Thumbnail:</p> 	<p>PM explains</p> <p>Camera pans to house w/ a discussion outside.</p>	<p>[PM] Pay rent or Quit is used when a resident has not paid rent. This type of eviction notice gives the resident a fixed period of time to pay rent or move out. [Zoom in] [RE] You are behind on your rent. We can set you up with a payment plan to catch up and stay current on your rent or we will have to ask you to start looking for another place to live.</p>	<p>SM-12</p> <p>JJ-7</p>

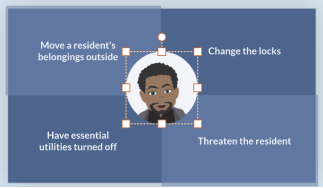
Scene # 10 Title: Cure or Quit	Action	Dialogue	FX
<p>Thumbnail:</p> 	<p>PM explains</p>	<p>[PM] Cure or Quit is used when a resident is in violation of the condition of the lease. Cure or Quit gives the resident a set period of time to correct the violation or face eviction. [Zoom]</p>	<p>SM-13</p>


Storyboard - Property Management Training - Lisa Kiernan

Scene # 11 Title: Unconditional Quit	Action	Dialogue	FX
<p>Thumbnail:</p> 	<p>PM explains descriptions pop up in time with VO</p> <p>Camera zooms to a room that's destroyed</p>	<p>[PM]Unconditional Quit is saved for repeat offenders. this is used when a resident repeatedly violates a lease agreement. They frequently miss rent payments, cause damage to the premises, engage in illegal activity, or are an immediate danger to those around them.</p> <p>Unconditional Quit allows us to inform the resident to vacate without an opportunity to pay rent or correct any violations.</p>	<p>SM-14</p>

Scene # 12 Title: Illegal Evictions	Action	Dialogue	FX
<p>Thumbnail:</p> 	<p>PM talking to camera</p> <p>slide zooms out to next scene</p>	<p>[PM]There are actions we need to avoid on our part that would make an eviction illegal. When preparing to evict a tenant, do not:</p> <ul style="list-style-type: none"> move a resident's belongings outside change the locks have essential utilities turn off threaten the resident 	<p>SM-15</p>


Storyboard - Property Management Training - Lisa Kiernan

Scene # 13 Title: Illegal Evictions	Action	Dialogue	FX
Thumbnail: 	PM talking to camera each description pops up in its own box	[PM] move a resident's belongings outside change the locks have essential utilities turn off threaten the resident	SM-15

Scene # 14 Title: Move out Interviews	Action	Dialogue	FX
Thumbnail: 	PM Explaining how to complete a move out Office worker is talking to FM & MT who appear to the side	[PM] Our goal is to work with our tenants and avoid any unfavorable situations in regards to moving out. When a tenant is moving out, remember to complete a move-out interview. [Zoom in] Customer feedback is important to us and we want to be sure we are delivering excellent customer service. It is important to take the time to meet with the resident who is moving out, and determine the reason the resident is moving if there is something we can do in our control to prolong their residency with us. Several options are to offer to renew the resident under the terms of the previous lease or offer the	SM-16

Storyboard - Property Management Training - Lisa Kiernan

		<p>resident a shortened term or a month-to-month lease.</p> <p>Once the resident has moved on, mail or email a survey after the move-out.</p>	
--	--	---	--

Scene # 15 Title: The End	Action	Dialogue	FX
<p>Thumbnail:</p> 	PM speaking to camera	<p>[PM] Congratulations on completing the Move-Out Mastery Training Series! You are now equipped with the knowledge and skills to handle move-outs like a pro. Remember, the success of a move-out process is not just about efficiently managing the physical aspects but also about fostering positive relationships with tenants and ensuring a smooth transition for everyone involved.</p>	SM-17