



Cornerstone Real Estate Team

685 Citadel Drive East, Suite 325, Colorado Springs, CO 80909
719-243-6400 (Office) 888-268-9061 (Fax)
admin@callcornerstone.com

Why We Do Not Do Walk-Through Inspections with Tenants

The purpose of a walk-through (move-out) inspection at the completion of a lease is to determine the condition of the property, identify any repairs needed, and begin the process of making the property rent-ready for the next tenant (if the former tenant has not left the property in rent-ready condition).

What we've found doing joint (Property Manager and tenant) walk-through inspections is:

- Tenants distract the Property Manager (PM), making the inspection take more time than necessary.
 - Tenants argue over issues (whether a broken blind was there when they moved in, for example). The Property Manager is in the home to identify issues. He/she will then compare the list of issues (from the move-out inspection) with the Condition Report for the property, and with the photos/video taken prior to move-in – but not while in the property. This process takes time.
 - Tenants try to fix issues when the Property Manager identifies them; or the Tenant wants the PM to come back later to re-inspect.
- 1) We are not there to converse or discuss issues; the PM is there to inspect the property and it is best done without any interference. The PM is there to document the condition of the home. Distracting the PM may make him/her miss items that need to be identified, which will require another inspection and further action.
 - 2) We use the time-stamped photos that we took before the tenant moved into the home, along with the Condition Report that was filled out at the beginning of the lease term, and video, if available. The facts are black and white – either the damage was there (and is on the Condition Report and/or photos/video) or it was not present at move-in.
 - 3) The PM will not be able to tell the tenant anything about the security deposit during the move-out inspection.
 - 4) The walk-through inspection will be **after** the tenant's lease ends and the tenant has completed cleaning and repair of the home in accordance with the Condition Report, their lease, and the guidelines provided by Cornerstone. Once the tenant turns in the keys, they no longer have right of access to the property.
 - 5) We will not re-schedule a walk-through to coordinate with a tenant's schedule. Move-out inspections are done after a tenant has moved out and the lease has ended.