trackmate™ - tenant welcome satchel ' be our guest'

# tenant welcome satchel 'be our guest'

property address: _____

property owner: _____

tenant/s: _____

occupation date:_____

property management consultant: _____

completed by: date: _____ time: _____

| | | Date | Initials |
|---|---|---|---|
| **PRIOR TO SCHEDULED APPOINTMENT PREPARE:** | | | |
| PMC | Tenant Welcome and Information Satchel 'Be Our Guest' | | |
| PMC | Company profile | | |
| PMC | Team and individual profiles including business owners | | |
| PMC | TASC™ team workflow chart | | |
| PMC | Procedures for reporting maintenance form | | |
| PMC | Maintenance report forms x 6 | | |
| PMC | Copy of keys and access form or digital access codes | | |
| PMC | Watering times and garbage collection day form | | |
| PMC | Company newsletter | | |
| PMC | Incoming property condition report x 3 (3rd copy remains with Company) | | |
| PMC | Rental payment instructions and schedule | | |
| PMC | Inventory if applicable x 3 (3rd copy remains with agency) | | |
| PMC | Renting information booklet | | |
| PMC | Copy 'Strata Management By-Laws' (if applicable) | | |
| PMC | Copy Smart Matter Digital Solar information brochure | | |
| PMC | Copy Curtain Cord Compliance | | |
| PMC | Copy Pool Safety and Pool Fence Compliance (if applicable) | | |
| PMC | Copy Pool maintenance (if applicable) | | |
| PMC | Copy Carbon Monoxide safety brochure (if applicable) | | |
| PMC | Copy Mold Prevention and Tenant Obligation brochure (if applicable) | | |
| PMC | Smoke Alarm – Tenant Acknowledgement of Obligations | | |
| PMC | Tenant Acknowledgement – Acceptance of Tenancy Agreement | | |
| PMC | Privacy protection policy | | |
| PMC | Company complaints notification and resolution procedure | | |
| PMC | Tenancy Agreement (once signed) | | |
| PMC | Bond lodgement form (once signed) and deposit number logged | | |
| PMC | Acceptance and Signatory of Tenancy Agreement TrackMate™ | | |
| **AFFILIATED SERVICES:** | | | |
| PMC | Utilities connection form | | |
| PMC | Business card | | |
| PMC | Tenant welcome letter | | |
| **EXTRAS:** | | | |
| PMC | Company branded pen and note pad (suggestion) | | |
| PMC | Other company branded merchandise (suggestion) | | |
| PMC | Tenant gift | | |
| PMC | Locality and city information (usually provided by city council) | | |
| PM | Confirm all information and documentation included in welcome satchel | | |

**NB: Once prepared professionally present all information in Tenant Welcome Satchel**

**TrackMate™ verified for completion: _____ Date: _____**

**NB:** If any item is not applicable write next to item N/A



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