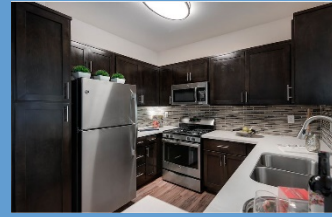
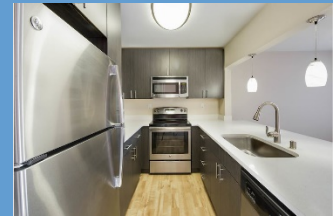


Redevelopment Training Job Aid

Process Overview

Ops Responsibilities

Fall 2018



Step 1: Understand Redevelopment Basics

- **Know your property's budgeted unit turn schedule**
 - Consult RPM, or Project Manager (PM), for monthly schedule of renovation starts
- **Attend Pre-Con meeting, or consult PM, to...**
 - Understand Redevelopment scope
 - Is your property a FUT, KB, QVT, etc.?
 - Understand Reno plan
 - Are we sticking to budgeted unit turn schedule or taking all units?

You are ready to begin production...

Step 2: When Renewals Go Out...

- **Know which units within renewals are not renovated (classic units)**
- **Monitor notices on those classic units**
 - If you are not taking all units into renovation, assess which units are the most likely candidates for renovation
 - Consider length of residency
 - Consider condition of the unit
 - Consider location of the unit
- **Prepare for notices to move out**
 - Based on the assessment above, develop a plan of what could go into renovation
 - Ex: If you are budgeted for 2 units in a month and get 4 notices, give the 2 units that are in the worst condition, or in the most desirable location

Step 3: When Resident Gives Notice...

- **CM emails Project Manager & GC for approval to take unit into renovation**
 - Use email template to provide unit number, floor plan type, & planned move out date
 - See FAQ's for email template link
- **After approval from PM, deliver PTE notice to unit for Pre-Walk**
- **Add unit in Filemaker**
 - Reference Filemaker job aid for specific instructions
- **Tag renovation amenity code to unit in Yardi**
 - Reference Rev Mgmt job aid for specific instructions
 - Remember to email Rev Mgmt to recalibrate your property

Step 3: When Resident Gives Notice...

- **Adjust make ready date in Yardi**
 - Make ready date will vary depending on scope, consult w/ PM to solidify date
 - Remember to include days for Maintenance to perform their turnover work, if applicable

- **Notify leasing team on what units are in renovation**
 - Inform them of make-ready date and premium that will be added in case someone wants to rent it before re-calibration

Step 4: Pre-Walk

- **CM and/or MS to pre-walk unit w/ PM and/or GC**
- **Start compiling Misc Cap scope on the Pre-Walk Form**
 - Complete Pre-Walk Form and email to PM
 - Refer to Misc Cap job aid for what qualifies
 - If unit turn is not an FUT, decide if carpet will be kept in unit and notify Redev PM
- **Within reno scope areas, identify any other additional work necessary due to a deferred condition or resident damage**
 - All additional work must be approved by PM. Any work performed without proper approval will be paid for by Ops.

Step 5: Resident Move Out

- **When Ops receives keys, do the following...**
 - Maintenance to change locks to vendor/contractor lock
 - If saving appliances for future use, Maintenance to move appliances out of the unit before renovation starts
 - Email contractor & PM (cut off time: 10:00 AM) to confirm move out and unit ready for renovation
- **Update move-out information in Filemaker**
 - Reference Filemaker job aid for specific instructions
- **Finalize Misc Cap scope on Pre-Walk Form**
 - Label all Misc Cap scope items on Pre-Walk Form
 - Email finalized Pre-Walk Form to PM
- Note: If contractor is not notified by 10am, *Essex may absorb another day of vacancy.*

Step 6: Renovation/Construction Time

- **CM and/or MS to attend production meetings**
 - Actively participate in meetings by communicating updates on any pre-leasing and by resolving, with Redev PM, any production issues
 - Please remember to contact your Redev PM immediately on any time sensitive issues
 - All communication regarding unit renovation should flow through PM to GC
 - Redev PM will host production meetings. Frequency will be dependent on volume, stage of project, and need.

Note: While contractor has possession of the unit, Maintenance is NOT allowed to do work unless agreed upon in email by contractor & Project Manager.

Step 7: Punch Walk

- **CM and/or MS will accompany GC and/or PM on punch walk**
 - GC will contact Ops & PM to schedule walk – min. of 24 hr. notice will be given
- **Review approved Redev scope and fill out punch list form, as necessary**
- **Email punch list to GC and Project Manager**
 - Redev will address punch items within 24 hrs. for final walk
 - Any further outstanding punch items will be emailed with resolution timing

Note: Punch walk is THE one chance to identify areas that need to be addressed

Step 8: Final Walk

- ◉ **CM and/or MS will accompany GC and/or PM on final walk**
 - ◉ Required to walk within 24 hrs of notice that punch items have been addressed
- ◉ **Verify that punch list items are complete**
- ◉ **Sign off punch list form**
 - ◉ Sign off turns unit back to Ops and signals completion of renovation
 - ◉ CM and/or MS need to attend for proper sign off
 - ◉ Ops to email sign off form to Redev PM
- ◉ **Update unit completion info in Filemaker**
 - ◉ Reference Filemaker job aid for specific instructions

Note: In the event of CM or MS absence, there should be a designated site team member authorized to sign off

Step 9: After Unit Leases

- **Update leasing info in Filemaker**
 - Reference Filemaker job aid for specific instructions

QVT (Quick Value Turns) Process

- **Most common QVT's – Appliance & HSF upgrades**
 - Steps covered are focused on appliance & HSF upgrades
- **Perform steps 1 – 3 of unit turn process**
 - In step 1, work w/ Redev PM to set up appropriate vendor accounts and order forms for Ops use
 - Ops to order appliances, or schedule flooring according to projected resident move out date and turn days
 - All QVT costs are paid through Redev budget, NOT Ops budget
- **Step 4 & 5 – N/A**
 - No Pre-Walk or Resident Move Out steps are necessary
 - Appliance & HSF orders should be complete before this time frame

QVT (Quick Value Turns) Process

○ Perform Step 6 – Renovation Time

- Ops to execute QVT's
 - Ops to install appliances and/or manage flooring vendor install
- No Production Meetings will be held by Redev PM
 - Contact Redev PM to help troubleshoot if there are any issues with the unit upgrades

○ Perform Steps 7 & 8

- Ops responsible for completing execution
- Update unit completion info in Filemaker

○ Perform Step 9

- Update leasing info in Filemaker

Redevelopment Acronym Legend

- **FUT = Full Unit Turn**
- **KB = Kitchen & Bath Unit Turn**
- **LT = Light Turn**
- **DUT = Defensive Unit Turn**
- **WD = Washer & Dryer Install**
- **AC = Air Conditioning (HVAC) Install**
- **QVT = Quick Value Turn**
- **HSF = Hard Surface Flooring**
- **OAT = Occupied Appliance Turn**