



FIRST CLASS REALTY & PROPERTY MANAGEMENT

# Rental Turnover Timeline

From notice through move-in.

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DOWNLOADABLE OWNER RESOURCE

Prepared by First Class Realty & Property Management

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# Turnover Is a Controlled Process

A rushed turnover creates bad photos, weak pricing, sloppy repairs, and resident frustration. A strong timeline keeps decisions moving.

**Turnover standard: confirm notice, inspect early, scope quickly, price realistically, market cleanly, and move the next resident into a ready property.**

This resource is a planning aid for rental owners and investors. It does not replace legal, tax, insurance, code, or licensed contractor guidance for a specific property.

## 1. Notice received

- Confirm dates, lease terms, resident obligations, showing access, and move-out instructions immediately.

## 2. Pre-move-out review

- Use the resident notice period to plan vendors, marketing strategy, renewal alternatives, and owner decisions.

## 3. Possession + scope

- After move-out, document condition, separate owner work from resident chargebacks, and approve the make-ready.

## 4. Market + move-in

- Photos, pricing, showings, application review, lease, deposit, and move-in must align with actual readiness.

## Turnover Risk Points

- Waiting until keys are returned to think about vendors, pricing, or photos.
- Marketing before the property is clean enough to create confidence.
- Mixing resident chargebacks with owner improvements without documentation.
- Approving upgrades without understanding rent lift, timing, and vacancy cost.

# Turnover Timeline Overview

Every market and property is different, but this sequence prevents most avoidable turnover chaos.

Stage	Timing	Main Objective
Notice received	Day 0	Confirm notice, lease dates, move-out instructions, showing access, and owner strategy.
Pre-move-out window	30-60 days before vacancy	Plan pricing, renewal alternative, vendors, inspection, marketing prep, and resident expectations.
Resident move-out	Move-out date	Collect keys, stop access conflicts, document possession, and secure the home.
Initial condition review	Within 24-48 hours	Photos, utility status, safety issues, trash, damage, repairs, and chargeback evidence.
Scope and approval	Within 1-3 days	Separate required work, owner improvements, optional upgrades, and resident chargebacks.
Make-ready work	Usually 3-14+ days	Cleaning, repairs, paint, flooring, systems, exterior, safety, and final punch list.
Photos and listing	When photo-ready	Final price, listing details, disclosures, terms, showing method, and application process.
Approved applicant	After screening	Deposit, lease, utilities, move-in funds, access instructions, and move-in inspection process.
Move-in	Lease start	Keys, condition documentation, resident expectations, and first maintenance reporting window.

# Notice Through Move-Out

Use the notice period to prepare. The cheapest turnover days are the days before vacancy, when planning can still prevent delays.

## Immediately After Notice

- Confirm notice is valid under the lease and record the expected move-out date.
- Send move-out expectations, cleaning standards, key return instructions, and forwarding address request.
- Review lease charges, resident ledger, pet terms, deposit, and outstanding maintenance issues.
- Ask resident about known repairs, access limitations, and preferred showing windows if allowed.
- Notify owner of expected vacancy, renewal outcome, pricing review, and likely turnover needs.
- Start market review instead of waiting until the home is vacant.

## Before Keys Are Returned

- Schedule pre-move-out inspection if appropriate and allowed.
- Line up vendors for likely cleaning, paint, flooring, handyman, HVAC, and landscaping needs.
- Review previous move-in photos, inspection reports, and work order history.
- Prepare listing draft, showing plan, and target rent range.
- Confirm utility handling, lawn responsibility, lockbox, access, and possession procedure.
- Identify owner decisions that could delay marketing if not handled early.

## Owner Decision Window

- Approve known repairs before vacancy when possible.
- Decide whether to pursue rent-maximizing upgrades or fast re-lease strategy.
- Confirm reserve and funding availability for turnover work.

# Possession + Scope

The first 48 hours after possession should produce photos, scope, pricing recommendations, and a clean owner decision path.

## Possession Checklist

- Collect keys, remotes, passes, mailbox keys, garage access, and any resident-returned items.
- Confirm the home is vacant and secure. Change locks or rekey as required by policy or law.
- Photograph every room, appliance, utility area, exterior, trash, damage, and cleanliness issue.
- Check utilities, HVAC, water, power, refrigerator, water heater, plumbing, and visible safety concerns.
- Remove immediate trash or hazards that block inspection or vendor access.
- Document move-out condition before vendors disturb evidence.

## Scope Categories

- Required owner repairs: function, safety, habitability, systems, and asset protection.
- Resident chargebacks: damage, trash, missing items, lease violations, or excess cleaning beyond normal wear.
- Optional improvements: upgrades that may improve rent, photos, resident quality, or durability.
- Deferred maintenance: non-urgent items to track and budget for later.
- Licensed trade work: plumbing, electrical, HVAC, roofing, structural, or specialty work as appropriate.
- Marketing blockers: anything that makes photos or showings weak.

## Scope Rule

- Separate the estimate by category so the owner can see what is required, optional, resident-related, or deferred.
- Do not bury owner upgrades inside chargeback language.
- Get approval quickly. Every day of indecision is potential vacancy cost.

# Make-Ready Through Marketing

Marketing should begin when the home can support the promise being made in the listing.

## Make-Ready Execution

- Complete safety, systems, cleaning, trash-out, paint, flooring, appliance, landscaping, and punch-list work.
- Use before/after photos and invoices to support owner records and deposit decisions.
- Confirm vendor work is complete before final photos whenever possible.
- Check lights, locks, HVAC filter, thermostat, water, toilets, drains, appliances, and entry access.
- Remove vendor tools, supplies, trash, and evidence of active work before showings.
- Do a final walkthrough with the listing photos in mind.

## Marketing Launch

- Confirm final rent, deposit, fees, pet terms, utility responsibility, HOA rules, and available date.
- Use accurate photos that match the current condition.
- Write listing copy that is specific, clean, and honest.
- Set showing access and response expectations before leads come in.
- Track feedback, showing volume, application quality, and competition.
- Adjust price or condition quickly if the market is not responding.

## Marketing Rule

- Bad photos and vague pricing cost real money. A property should go live when it is ready to compete, not merely empty.
- If listing early is necessary, be honest about timing and remaining work.

# Move-In Readiness

Use this final page before releasing keys to the approved resident.

## Final Review Checklist

- Lease is signed, deposit is paid, move-in funds are confirmed, and utilities are handled as required.
- Move-in date, access method, keys, remotes, mailbox, parking, HOA, and trash details are confirmed.
- Final property condition matches listing photos and lease expectations.
- Smoke/CO detectors, locks, HVAC, plumbing, appliances, lighting, and safety items are checked.
- Move-in condition report process is sent to resident with deadline and instructions.
- Owner file includes move-out photos, scope, invoices, approvals, listing photos, lease, and move-in documentation.
- Any deferred work is documented with owner approval and target timing.

## Notes / Owner Decisions

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## First Class Realty & Property Management

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