

Hansen Properties: NO CONTACT CHECK IN PROCEDURES

1.	SCHEDULE YOUR CHECK IN DATE VIA EMAIL. When requesting your check in date, send verification that the gas & electric utilities are being transferred into your name the day prior to check in. Water will need to be done in person after arrival. Also, you will need to pay any outstanding pet deposits and pay the monthly rent payment. Please refer to the instructions on our website “Paying Rent & Using PayLease” regarding resetting your PayLease account so that the rent is going under the property address, not under the general category of Hansen Properties and application fee. Once outstanding payments are verified as being received, you will be given information on how to enter the property. These instructions will be texted to you the morning of check in.
2.	LOCATE ITEMS ON THE KITCHEN COUNTER. At a minimum, you will find keys, garage door openers & a condition report placed on the counter. Other items unique to the property will also be found on the counter.
3.	REVIEW ALL ITEMS ON THE FIRST PAGE OF THE CONDITION REPORT. These items are on here because they are routine instructions and requirements for maintaining the property throughout your tenancy, as well as good reminders of things we have found to be problematic to tenants in the past. As you read through the items, identify the location of the item(s) being referenced, i.e., where the furnace and filter are located, where the main water shut off is to the house, location of electrical panel, etc. It is very important that all adults occupying the property review these items and know where the associated item is located in the property.
4.	VERIFY CONDITION OF PROPERTY. Pages 2-8 of the condition report will provide you a space to annotate any damages that you might find to the property. You will see that we have placed items on here that we are aware of. Keep in mind that all homes have fair wear and tear and it is not necessary to annotate every nick or scuff mark on the wall, settling cracks, etc. Please put only actual “damages” on here and refrain from overfilling the report with wear and tear items. We know our homes and their condition quite well so this is not necessary. If you want to take pictures for your own peace of mind and keep for your own records, please do so but do not forward these to us. If unsure about whether something is damage versus fair wear and tear, contact us for instructions.
5.	WITHIN 72 hours of check in, email us the signed condition report or send it to us snail mail. These reports will be reviewed and verified and we will also scan them and email you back a copy for your records. If we do not receive a condition report back from you, we will use the previous tenant’s condition report as the basis to verify condition of the property at the time you moved in.
6.	If you happen to find something that requires repair, go to the website and fill out a work order. This does not go on the condition report! We encourage you to live in the house a few days prior to submitting this first work order, as we want to send the handy man one time if possible. If it is an emergency, i.e., AC not working, water running that you cannot stop by shutting off the associated valve, etc., then do not wait, put in the work order right away.
7.	If there is something you do not understand or you have questions about the property, please call us. We can always Facetime or talk you through issues on the phone.

Thank you and welcome to Kansas! Rick & Shari 913-547-1113/1114