

# SAMPLE INTERNSHIP CHECKLIST

*From Ball State University Residential Property Management Program*

Students pursuing the 6 credit hour internship should be exposed to all areas of apartment management. Students pursuing the 3 credit hour internship should be exposed to as many of these areas as possible.

## GENERAL OVERVIEW

- Company’s mission, goals and objectives
- Company’s organizational structure
- Staff introductions
- Overview of facilities and use of equipment
- Office procedures
- Opening and closing procedures
- Answering service
- Policies and procedures
- Forms
- General mail
- Key system
- Dress code
- Business ethics
- Confidentiality
- Crisis communications

## RESIDENT RELATIONS

- Resident profile
- Resident retention programs
- Resident activities
- Resident newsletter
- Taking service requests
- Resolving resident complaints/concerns
- The move-in process
- The move-out process

## LEASING

- Fair Housing and Occupancy Standards
- Telephone techniques
- Touring the community with a prospect
- Sales techniques
- Resident selection
- Applicant processing and verifications
- Lease renewals
- Resident retention
- Lease management program
- Corporate furnished apartment program
- Specific unit information
- Amenities and services available
- Unit availability reports
- Prospect follow-up

## HUMAN RESOURCES

- New hire paperwork
- ADA requirements/compliance
- Job descriptions for all positions
- Performance management
- Schedules, pay periods, bonus plans
- Employee benefits program

## MARKETING

- Marketing materials
- Brochures
- Flyers and other print materials
- Apartment guide ads
- Models
- Merchandizing
- Analyzing the effective market area
- Pricing
- Understanding the competition
- Shopping comps
- Completing rental surveys
- Outreach

## ADMINISTRATIVE

- Computer software system
- E-mail
- Revenue collection
- Accounts payable
- Marketing/leasing
- Maintenance
- Electronic reports
- Posting rent
- Making bank deposits
- Purchasing and Contracting
- Processing invoices
- Reporting requirements
- Budgets
- Monthly financial statements
- Moving a resident in
- Moving a resident out
- Processing a Security Deposit refund

## MAINTENANCE

- Maintenance shop organization
- The make-ready process
- Scheduling
- Preparing units for move-in
- Establishing "ready" standards
- Preventative maintenance
- Daily procedures
- Ground
- Amenities
- Service requests
- Conducting inspections
- Move-ins
- Move-outs
- Seasonal requirements (lawn, snow)

## LEGAL

- Eviction proceedings
- Contractor/vendor liens
- Lawsuits
- Fair Housing
- Documentation
- Personal issues

## GOVERNMENT HOUSING (IF APPLICABLE)

- Overview of various programs
- HUD
- State Agency
- Farmer's Home
- Section 42
- Tax-Exempt Bond

## RISK MANAGEMENT

- Insurance requirements/Certifications of Insurance
- Minimizing liability issues