



FIELD INSPECTION

The Resident Experience Walkthrough

Experience your community the way a resident does.

Familiarity makes details disappear. This walkthrough is designed for a community manager and maintenance supervisor to complete together, following the route a visitor or resident would take, and to leave with a short, prioritized action plan in which every item has an owner, a target date and a verified completion.

HOW TO USE IT

- ☐ Walk together, starting at the street, not the office.
- ☐ Mark each item OK, or describe the issue and set a priority.
- ☐ Assign an owner and a target date before you leave the area.
- ☐ Verify completion in person, then initial the last column.

MADE FOR

Community managers and maintenance supervisors, walking together. Allow 60–90 minutes; repeat monthly and once after dark each quarter.

PRIORITY KEY

1 • Safety	Fix within 24 hours. Trip hazards, lighting outages, railings, gates, smoke detectors.
2 • Resident-facing	Fix within 7 days. Anything a resident or prospect sees or uses daily.
3 • Cosmetic	Schedule within 30 days. Touch-ups and improvements.

1 · Arrival & first impression

Item	OK	Issue observed	Pri. 1 / 2 / 3	Assigned to	Target	Done	Verified
Entrance sign clean, lit and legible	☐		1 · 2 · 3				
Street approach and main drive free of litter	☐		1 · 2 · 3				
Landscaping shaped; beds edged and weeded	☐		1 · 2 · 3				
Visitor parking clearly marked and available	☐		1 · 2 · 3				
Walkway to office swept; no trip hazards	☐		1 · 2 · 3				
Office door and glass clean; hours posted	☐		1 · 2 · 3				

2 · Leasing office & tour route

Item	OK	Issue observed	Pri. 1 / 2 / 3	Assigned to	Target	Done	Verified
Office tidy, comfortable, pleasant smell	☐		1 · 2 · 3				
Restroom clean and stocked	☐		1 · 2 · 3				
Route to model or tour unit clean and direct	☐		1 · 2 · 3				
Tour apartment ready: lights, HVAC, blinds, smell	☐		1 · 2 · 3				
Amenity areas on the route open and clean	☐		1 · 2 · 3				
Marketing materials current and accurate	☐		1 · 2 · 3				

3 · Shared spaces

Item	OK	Issue observed	Pri. 1 / 2 / 3	Assigned to	Target	Done	Verified
Breezeways and stairwells clean, railings secure	☐		1 · 2 · 3				
Mail and package area organized and lit	☐		1 · 2 · 3				
Trash and recycling areas clean; no overflow	☐		1 · 2 · 3				
Pet stations stocked; dog areas clean	☐		1 · 2 · 3				
Pool, fitness and clubhouse clean and working	☐		1 · 2 · 3				
Signage consistent, current and undamaged	☐		1 · 2 · 3				

4 · Lighting & safety (walk after dark)

Item	OK	Issue observed	Pri. 1 / 2 / 3	Assigned to	Target	Done	Verified
Parking lot lighting working throughout	☐		1 · 2 · 3				
Pathway and breezeway fixtures working	☐		1 · 2 · 3				
Building entries and stair landings lit	☐		1 · 2 · 3				
Gates, locks and access points functioning	☐		1 · 2 · 3				
Fire equipment visible, accessible and tagged	☐		1 · 2 · 3				
No exposed wiring, standing water or hazards	☐		1 · 2 · 3				

5 · Vacant & make-ready apartments

Item	OK	Issue observed	Pri. 1 / 2 / 3	Assigned to	Target	Done	Verified
Doors, locks and smoke detectors working	☐		1 · 2 · 3				
Appliances clean and working, inside and out	☐		1 · 2 · 3				
Floors, walls and paint finished	☐		1 · 2 · 3				
Plumbing: no drips, slow drains or running toilets	☐		1 · 2 · 3				
Windows, screens and blinds complete	☐		1 · 2 · 3				
Final clean done; apartment smells fresh	☐		1 · 2 · 3				

OTHER OBSERVATIONS (RESIDENTS' COMMENTS, IDEAS, FOLLOW-UPS)

Action plan & sign-off

Before you leave, agree on the five items that matter most before the next tour, and every priority 1 item. Copy them here so the plan fits on one page.

#	Action	Priority	Owner	Target date	Completed	Verified by
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

Community manager

Maintenance supervisor

Walk date

Follow-up walk date

CLOSE THE LOOP

An item is complete only when someone other than the person who did the work has seen it finished. Bring this page to the next walk and start there.

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