

The Anatomy of a Successful Property Turnover

Using Property Meld Projects

A repeatable, template-driven operating system for faster make-readies, controlled costs, and consistent quality across your portfolio.

BROOK ALLEN • SENIOR PROPERTY MANAGER • IRON POINT PROPERTY MANAGEMENT

* MAKE READY BOARD *

Unit #	Size	Move out	Move in	Trash Out	Repairs	Cleaning	Carpet	New Move in
Fb ✓	Villa 3	2/14		Done		Done	Done	
H-6 KP ✓	Veranda 3	3/20	7/1				Done	
K4 ✓	Veranda 3	9/10		Done		Done	Done	Alvaro Hurtado
K8 ✓	Villa 3	1/10		Done		Done	Done	Pending App
D4 ^{Clean} ✓	Veranda 3	3/15		Done		Done	Done	
J6 ^{Clean} ✓	Veranda 3	4/16		Done		Done	Done	
E8 ✓	Villa 3	3/20		Done		Done	Done	
G1 ✓	Villa 3	4/19		Done			Done	
L1 ✓	Villa 3	4/19		Done		Done	Done	
G3 ✓	Veranda 3	4/20		Done		Done	Done	
F-2 KP ✓	Cottage 2	5/31						
E-5 ^{RP} ✓	Veranda 3	5/31						
B-6 ^{MW} ✓	Villa 3	10/10						
C-3	Veranda 3	5/31						
I-1	Villa 3	5/31						
C-2 KP ✓	Cottage 2	6/2						
	Cottage 2	6/9						
C-7	Cottage 2	7/9						
J-2	Cottage 2	8/1						
H-7	Cottage 2	6/20	7/1					
N-2	Veranda	5/31						

Model unit J3

Cottage 2 Bed: \$1,052
Villa 3 Bed: \$1,178
Veranda 3 Bed: \$1,309

Keiza Johnson



// THE PROBLEM

The Turnover Challenge

High cost, high variance, high vacancy risk

01

Time Pressure

- Vacancy days = lost rent
- Ideal make-ready: 7–10 days
- Coordination delays compound

02

Cost Control

- Avg. turn cost ~\$2,500+
- Scope creep, surprise repairs
- Budget visibility is often late

03

Coordination Chaos

- Multiple vendors/trades
- Scattered communication
- Inconsistent quality standards

// THE TOOL

Why Property Meld Projects?

Turns Made Easy — from tasks to budget in one place

Single Source of Truth

Group all Melds (work orders) for one unit turn under one Project with shared start/due dates, coordinator, and budget.

Reusable Templates

Pre-build “Turnover – Single Family”, “Turnover – Multifamily”, or property-type specific templates with ready Melds.

Auto-Generated Melds

Creating a Project from a template instantly generates the full set of Melds with descriptions, priorities, and tags.

Budget + Timeline Tracking

Monitor progress, actual vs. estimated cost, and duration at the Project level — not just individual work orders.

// BUILD ONCE

Ideal Project Template Design

Build once, deploy on every notice of vacancy

[TEMPLATE]

NAME	Turnover – Multifamily
TYPE	Turnover
TARGET DURATION	7–10 days
COORDINATOR	Assigned per portfolio
TAGS	turnover, MFH
BUDGET CAP	Pre-set or unit-specific

// TEMPLATE BEST PRACTICES

- ▶ Name clearly by property type and complexity
- ▶ Keep Meld Templates flexible — avoid overfilling fields
- ▶ Use consistent tags for filtering and reporting
- ▶ Clone templates for asset-class variants (SFR/MFH)
- ▶ Include both sequential and parallel Melds
- ▶ Pre-assign preferred vendor categories where possible
- ▶ Build in QC / final walk-through Melds

// THE WORK

Core Melds in the Ideal Turnover Project

Pre-configured work orders that fire together

It depends...

// HERE'S WHAT WORKS FOR US...

Core Melds in the Ideal Turnover Project

Pre-configured work orders that fire together

01 Move Out
Inspection/Evaluation

02 Rekey Locks

03 Turnover Repairs

04 Paint

05 House Cleaning

06 Carpet Cleaning

07 Final Inspection/Evaluation

08 Pick Up Lockbox

09 Final Billing/Invoicing

// THE SEQUENCE

Ideal End-to-End Timeline

From notice to rent ready in 7-10 days



// DAY TO DAY

Execution Best Practices

How the Project runs day-to-day

Own Your Schedule

Leverage Property Meld's scheduling and communication. This is a time sensitive project. You own the schedule and drive for results.

Centralized Communication

All updates, photos, and questions stay inside the Meld/Project thread – no lost texts or email chains.

Become Your Vendor's Favorite PMC

Your vendor relationships are EVERYTHING. Treat them with respect, pay them on time, show them appreciation. Your turnover success and timeline depends on THEM.

Critical Path

Design Melds so they occur in the proper sequence. Don't clean before you paint, etc.

Final Inspection

Schedule sufficient time for a final inspection, review, and to correct any issues if needed.

Accountability

Coordinator owns the outcome. Reviews the Project dashboard each morning: open Melds, obstacles, and issues.

// MEASUREMENT

Tracking Progress, Budget & KPIs

What gets measured gets improved

7-10

TARGET MAKE-READY DURATION

100%

PROJECTS CREATED FROM
TEMPLATE

> 98%

ON-TIME PROJECT COMPLETION

KEY TRACKING ELEMENTS INSIDE EVERY PROJECT

- Project status (Open / In Progress / Complete) with % of Melds closed
- Budget: estimated vs. actual spend rolling up from all Melds
- Duration vs. target (start date → due date → actual close)
- Vendor performance signals (response time, completion quality)
- Resident / owner / vendors / manager communication log attached to the Project

IRON POINT PROPERTY MANAGEMENT

// THE PAYOFF

Expected Outcomes

What the ideal process delivers

Faster Turns

Consistent 7–10 day make-ready windows reduce vacancy loss and accelerate cash flow.

Controlled Costs

Template-driven scope + budget tracking limits surprise spend and improves forecasting.

Higher Consistency

Every unit receives the same quality standard regardless of which coordinator or vendor is assigned.

Less Coordinator Burnout

One Project view replaces make ready board and spreadsheet chaos; one coordinator can manage far more doors.

Stronger Owner Relationships

Transparent progress and clear cost reporting builds confidence and retention.

Scalable Operations

Templates and Projects turn tribal knowledge into a repeatable system that scales with the portfolio.

Implementation Roadmap

Getting from current state to the ideal process

1

Audit and Design

Map current turn process

Define standard Melds and sequence

Draft 2–3 Project Templates

2

Build in Property Meld

Create templates with Melds

Set preferred vendors and tags

Configure duration and budget defaults

3

Pilot

Run 10–15 turns with new process

Collect coordinator and vendor feedback

Measure duration and cost vs baseline

4

Refine and Scale

Adjust templates based on data

Train all coordinators

Make template use mandatory

5

Optimize Continuously

Monthly KPI review

Vendor scorecards

Expand templates (renovation, seasonal, mitigation, etc.)