



The Ultimate Tenant Welcome Guide

A TurboTenant Ebook

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Introduction

What sets a great landlord apart from a good one? There are several answers, but the core difference is professionalism.

That's why we've created this customizable tenant welcome guide to help you feel confident as you set your renter up for success in your property. First, we'll offer you an example of the information you should provide to your tenant. Feel free to copy and paste what resonates into the blank template at the end! We'll also give you helpful tips to bolster your rental management business along the way.



Creating a Welcoming Rental

Regardless of your lease length, you must create a welcoming environment for your tenant - but that doesn't mean breaking the bank. Give your tenant high-level information about your rental, expectations, and property management software tips, and you'll be amazed by how much your efforts pay off.

Beyond giving your tenant a customized version of this Welcome Home guide, consider providing them with:

- A welcome home gift, like a basket of cleaning supplies and a plunger
- An easy way to make rent payments through TurboTenant
- Clear communication expectations so they always feel heard

Communication is key to a healthy landlord-tenant relationship - and it's also good business practice. Filling in this guide is a great place to start. Remember that you're working with your tenant to solve issues that pop up, not against them.

When in doubt, talk things out!



How to Use This Guide



Each property is unique, but there are shared features in almost every rental. Since TurboTenant supports every aspect of property management, pages 6-26 offer example language in **blue that you can copy, paste, and adjust as needed in the completely customizable guide from pages 27-48.**

Fill in the details for each door as you prep for new tenants, and you'll set up a strong, professional landlord-tenant relationship from the jump.

Make This Guide Yours

There are two easy ways to customize this ebook:

Print out the pages you'd like to use, then write in the information by hand.

Open the PDF in your preferred reader program, like Adobe Acrobat or Preview. Find the "Print" function, which is usually under the "File" menu. Then choose your print range. If you'd like to include non-consecutive pages, separate them with a comma (e.g., "1, 4, 8").

Use a PDF editing program to type in your information, then download the updated PDF to your computer. Not sure what software to use? Here's a list of the a few popular free PDF editors.



Let's get started!



Example Guide

Welcome Home,
Timmy Tenant!

123 Rental Way, Fort Collins, CO 80522
303-555-5555
rentalwaymanagement@gmail.com

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About TurboTenant

Hello From Larry Landlord

How exciting it is to welcome you home! This quick guide explains the safety features of this rental, along with lease agreement highlights and other tips.

If you have any questions, please reach out via TurboTenant messaging.

Sign into TurboTenant.com and navigate to your Messages tab. Need help? This article is a great place to start: shorturl.at/uzYZ2

Pro Tip: Contact TurboTenant support with account questions by emailing support@turbotenant.com.

Before Move In

Lease signing date: **5/20**

Move-in date: **5/25**

Get ready to come home by completing the following:

- Schedule your initial walkthrough to collect your keys at least **3** days before move in
- Set up the utilities for which you're responsible
- Pay your move-in fees via TurboTenant.com
- Pay your security deposit (**\$1,300**) via [cashier's check](#)
- [Complete your Condition Report after receiving the request via email](#)

Pro Tip: Can't find the Condition Report email in your inbox? Check your TurboTenant.com dashboard under the To-Do tab.

Safety and Shut-Offs

What to Do in an Emergency

Hopefully, your time at **123 Rental Way** is peaceful and easy - but preparation is key. Here are some tips to help you stay safe:

Fire

- Never put water on an oil fire.
- Keep a fire extinguisher in the kitchen, and check its expiration date regularly.
- If something catches on fire and the extinguisher can't put it out, evacuate everyone.
- Call 911 from a safe location outside, then stay clear of the building and wait for firefighters.

Landlord Pro Tip: Your local laws dictate if you must provide a fire extinguisher - but even if it's not required, giving your tenant the tools to protect themselves and your rental is a smart investment!

Gas Leak

- If you smell rotten eggs or a strong chemical odor, take it seriously.
- DO NOT use light switches or electronics as a spark can ignite the gas.
- Evacuate everyone immediately, opening windows and doors along the way if possible.
- Call 911 or the local gas company.

Water Leak/Broken Pipes

- Shut off the main water valve (location shared later in this guide).
- Clean up the leak with buckets and towels.
- [Submit a maintenance request through TurboTenant.com as soon as possible.](#)

Power Outage

- Call the power company, or check their website for outage updates.
- Unplug electronics to prevent power surge damages.
- Use flashlights or battery-powered lamps as needed.

Important Numbers

- [Larry Landlord: 303-555-555](#)
- Emergency: 911
- Local Gas Company: [720-555-5555](#)

Additional Suggestions

- Test your smoke and carbon monoxide detectors monthly, and replace the batteries annually.
- Make sure your belongings are covered with renters insurance. Our lease explains if this is required, but you can always opt in for extra security.
- Log into your TurboTenant.com account, navigate to the To-Do tab, and click "Purchase Insurance" for a free quote.

Landlord Pro Tip: Offering to replace the smoke and carbon monoxide detectors' batteries gives you a great reason to schedule an inspection! You can also replace the air filters at this time and make the most of your visit.

Critical Safety Information

Make sure to locate these items before an emergency strikes.

Water Shut-off: In the basement near the front foundation wall, under the window well

Circuit Breaker: In the living room utility closet

Smoke Detector: One is just outside the kitchen, the other is in the main bedroom

Carbon Monoxide Detector: One is near the water heater, the other is in the main bedroom

Your Rental Agreement

Your lease is the ultimate source of rental rules and regulations. This Welcome Home guide is for informational purposes only; it's not intended to be a substitute for any information in the rental agreement. In the event of a discrepancy, the terms of the rental agreement shall supersede.

View your full lease agreement by [signing into your TurboTenant.com account and navigating to the Documents section](#).

That said, let's touch on the lease agreement highlights.

Your Responsibilities

A full explanation of your tenant duties is listed in your lease, but here's a snapshot to keep top of mind:

- **Paying rent:** Pay rent on time and in full per our agreement. If you're concerned that you won't be able to pay the full amount due, please reach out via [TurboTenant messaging](#).
- **Mind the house rules:** Respect noise restrictions, parking regulations, guest limitations, and all other rules outlined in the lease.
- **Maintain the property:** Keep the unit clean and sanitary, dispose of trash properly, and avoid causing damage beyond normal wear and tear. Please reach out ASAP if you have any maintenance concerns.
- **Making updates:** Get written consent before making any alterations or modifications to the property, such as painting or installing fixtures.
- **Preserve the pipes:** Please don't flush anything except paper tissue down the drains or toilets, including "flushable" wipes.
- **Subletting:** Don't sublet the unit without written permission.
- **Keep your belongings safe:** Lock the windows and doors when leaving the premises.
- **Manage your keys:** Unless noted elsewhere, your lease grants you [2](#) keys. Please do not make copies without written permission.

How to Pay Rent

On-time rent payments are of the utmost importance. Below is a breakdown of how to make the process seamless - but remember, refer to your lease for full rent payment expectations.

Pay rent anywhere via your TurboTenant.com account:

1. Sign in, then navigate to the Payments tab.
2. Choose to pay by ACH, credit card, or debit card.
3. You can make a payment as early as 15 days before it's due, and you have the option to enroll in Autopay if our lease agreement allows it.

Remember, payments may take up to seven business days to process, so please ensure the full amount owed is available during that window.

Pro Tip: Looking to boost your credit score? Subscribe to Rent Reporting through TurboTenant.com for a low monthly cost, and your on-time rent payments will be reported to TransUnion - meaning you get credit for a payment you make every month! Learn more at shorturl.at/dFHKU.

How to Submit a Maintenance Request

While the hope is that everything works and never breaks down, maintenance requests are inevitable - and will be taken seriously. To help resolve any issues that pop up, promptly follow these steps:

Reach out via [the Maintenance tab in your TurboTenant.com account](#)

Share all relevant details, including when the situation started, pictures as applicable, and your availability

Based on the severity of the issue, we'll determine a way to resolve it quickly and efficiently - which may include having an expert visit and make repairs

Landlord Pro Tip: Looking to avoid maintenance headaches? [See if your rental qualifies for our exclusive Maintenance+ program, where tenants can submit maintenance requests directly to trained professionals for troubleshooting and scheduling a repair as needed.](#)

Troubleshooting Maintenance Issues

If any of these common annoyances pop up, try these tips for a speedy resolution.

Clogged Toilet

1. Ensure there's standing water in the toilet to cover the bottom of the plunger. If there isn't, add the necessary amount from the sink or shower to avoid air pockets.
2. Lower the plunger at a slight angle to completely cover the drain hole without pressing the cup straight down.
3. Without breaking the seal, push the plunger up and down vigorously ten times or until the water starts to flush.

If you don't have a plunger, use hot (but not boiling) water and ¼ cup of dish soap. Add the soap to the toilet bowl, then pour in the hot water to loosen the clog.

Tripped Ground Fault Circuit Interrupter (GFCI) Outlet

1. Unplug all devices connected to the tripped outlet and nearby outlets as applicable.
2. Press the red "Reset" button on the outlet until you hear a click. If you don't see the red button, check nearby outlets.
3. Plug something into the outlet, then turn it on to see if it has power. Plug the rest of your devices into the outlets on the circuit one at a time to avoid overloading the system.
 - a. If nothing turns on when you plug it in, you may need to reset the breaker.

Resetting the Breaker

1. Unplug all devices connected to the outlet in question.
2. Find the tripped breaker in the property's electrical box. Look for the breaker switch that's centered in its slot - that positioning means it's been tripped and doesn't have power running through it.
3. Switch the breaker to the "Off" position. Read the labels to make sure you know which way is off.
4. Then flip the breaker to the "On" position until you hear a click.
5. Test the outlet by plugging something into it. Plug your devices in one by one to see if the breaker trips again.

If you try these fixes and they don't work or the issue continues, please [reach out via the Maintenance tab in your TurboTenant account](#).

Property Updates

We want you to feel comfortable making your new place your own!

However, to maintain the property's condition, please remember **written permission is required before painting the walls, installing new fixtures, or making any major changes.** We'll be happy to discuss your ideas and guide you through the approval process.

Reach out via **the Messages tab in your TurboTenant account to start the conversation.**

Pro Tip: The goal is to be able to return your security deposit in whole, so please return the rental to its original condition prior to move out unless otherwise discussed.

Cleaning Expectations

Keeping the property clean and sanitary benefits everyone. As such, it's expected that you'll regularly:

- Sweep, mop, and dust
- Dispose of trash and recycling
- Maintain the yard as applicable
- Replace light bulbs as needed
- Remove snow from sidewalks and driveways (depending on the property)

Mold Prevention

Mold can be hazardous to your health - so follow these tips to prevent:

1. When taking a shower/bath, turn on the bath fan. If there isn't a fan in your unit, open the bath windows or door to help diffuse the humidity.
2. Cooking up a delicious, steamy meal? Use the range vent if your unit has one.
3. Open the shades/blinds/curtains during waking hours.
4. Use a dehumidifier.
5. If the window frames get wet, wipe them off.
6. Think you see a small mold or mildew spot? Wipe the area down with a solution of equal parts vinegar and water. Don't oversaturate the spot - a few sprays should do. Then let it sit for 15 minutes, scrub with a brush, and lightly rinse the area before drying thoroughly. For larger areas or persistent cases, reach out through [the Maintenance tab in your TurboTenant.com account](#).
7. If you think there's a leak coming from another unit or any of your plumbing, reach out via [TurboTenant.com or the mobile app immediately](#). Try to mitigate damages using buckets and towels in the meantime.

Amenity Upkeep

We're proud to offer you [stainless steel appliances, an in-unit washer and dryer, central A/C, and access to the community pool.](#)

To keep everything running smoothly, we ask that you:

- [Avoid using steel wool, abrasive sponges, or oven cleaner on the stainless steel.](#)
- [Keep the washer door open between cycles and clear the dryer lint traps regularly.](#)
- [Replace your air filters every three months.](#)
- [Never access the community pool while intoxicated, and avoid bringing glass to the pool. Children under 10 must be accompanied by a parent or guardian.](#)

Parking

To be a good neighbor means making sure your household isn't occupying more than its fair share of parking spaces.

If you have a garage or driveway, use them instead of the street. Parking is limited in most apartment buildings, meaning spots are often designated. If designated, please only park in your specific spot and tell your visitors to do the same. If you or your guests use an un-designated spot, you may have your vehicle towed. Make sure that you leave plenty of room for others to access mailboxes or wheelchair ramps, and insist that your visitors do the same.

Lawncare Expectations

The lawn makes a first impression on visitors and tenants alike - so let's keep it looking good!

Please weed the flower beds every other week in the spring and summer, in addition to watering the grass during periods of drought. Maintain the lawn height by mowing at least once every two weeks.

Neighborhood Recommendations

There are so many great things to explore. To get you started, here are a few nearby spots you might love.

Public Transportation

- [The rental is one block from the 43 line, which takes you into the city.](#)

Restaurants

- [Jimmy John's](#)
- [Al's Steakhouse](#)
- [Sushi Den](#)

Activities

- [Mountain Trailhead](#)
- [Aurora Theater](#)
- [Bemis Public Library](#)

Moving Out

When the time comes for you to move on, let's make it as easy as possible. We ask that you:

- Provide ample written notice as outlined in your lease agreement. [Find it in your Documents tab in your TurboTenant account.](#)
- Set up your final walkthrough prior to the lease end date, [uploading your Condition Report with pictures and notes as applicable. You should see an email prompting you to complete this report, or you can find it in the To-Do tab of your TurboTenant.com account once it's been set up.](#)
- Share your forwarding address with us via [TurboTenant message.](#)
- [Have the carpets cleaned professionally, giving the receipt to the office when turning in your keys.](#)

Now that you've gone through the example Welcome Home guide, it's time to make it your own! Copy and paste any blue text into the following template as you see fit, then enter whatever other information your tenants need.

Welcome Home,

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Before Move In

Lease signing date:

Move-in date:

Get ready to come home by completing the following:

- Schedule your initial walkthrough to collect your keys at least days before move in
- Set up the utilities for which you're responsible
- Pay your move-in fees via
- Pay your security deposit via

Safety and Shut-Offs

What to Do in an Emergency

Hopefully, your time at _____ is peaceful and easy - but preparation is key. Here are some tips to help you stay safe:

Fire

- Never put water on an oil fire.
- Keep a fire extinguisher in the kitchen, and check its expiration date regularly.
- If something catches on fire and the extinguisher can't put it out, evacuate everyone.
- Call 911 from a safe location outside, then stay clear of the building and wait for firefighters.

Gas Leak

- If you smell rotten eggs or a strong chemical odor, take it seriously.
- DO NOT use light switches or electronics as a spark can ignite the gas.
- Evacuate everyone immediately, opening windows and doors along the way if possible.
- Call 911 or the local gas company.

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- Shut off the main water valve (location shared later in this guide).
- Clean up the leak with buckets and towels.

Power Outage

- Call the power company, or check their website for outage updates.
- Unplug electronics to prevent power surge damages.
- Use flashlights or battery-powered lamps as needed.

Important Numbers

- Emergency: 911
- Local Gas Company:

Additional Suggestions

- Test your smoke and carbon monoxide detectors monthly, and replace the batteries annually.
- Make sure your belongings are covered with renters insurance. Our lease explains if this is required, but you can always opt in for extra security.
- Log into your TurboTenant.com account, navigate to the To-Do tab, and click "Purchase Insurance" for a free quote.

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Circuit Breaker:

Smoke Detector:

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About Us

Built by landlords for landlords, TurboTenant's intuitive platform helps real estate investors streamline their entire rental process for free – whether they have one door or 1,000. More than 600,000 independent landlords nationwide enjoy TurboTenant's free, all-in-one online property management software.

Features offered by TurboTenant include rental applications, tenant screening, property marketing, rent payments, lease agreements, and maintenance management.

Learn more at TurboTenant.com.

Reach Your Landlord From Anywhere

Download the TurboTenant app on your phone to pay rent, submit maintenance requests, and thrive in your rental from everywhere life takes you. Whether you're on iOS or Android, we've got you covered.

Find us in the App Store and Play Store by searching for "TurboTenant for Renters."

