Onboarding: How does it work with keys?

Property Owner FAQ · https://smarteggmgmt.com/faq/how-does-it-work-with-keys/

- We are required by law to rekey the locks in between occupants. This is true regardless of who was the previous occupant, including yourself. The locksmith provides us with a number of key copies that we keep in a locked key box. We don’t send you a copy to protect both you and the tenants. It protects you by ensuring that you don’t violate the terms of their lease regarding notification, and protects the tenants from that potential violation.
- One of the important factors in ensuring our ability to be successful on your behalf is by enforcing the lease and having a single point of communication for the tenants. If you want to visit the property, please contact us to ensure proper protocol. We will meet you at the property and provide you with access.
- If there are inspectors or appraisers who need to gain access, please let us know and we’ll arrange it. If in the future you decide to sell the property or move in, we’ll make sure all the proper parties have keys.