








Before

- Find out how each resident likes to communicate – text, email, or phone. 
- Book their elevator and parking.
- Share a kid friendly map of the community.
- Recommend a moving day playlist.
- Offer free boxes in the leasing office
- Send your residents a neighborhood guide, especially if they're moving from far away, so they can get excited about what's around their new home.
- Make them a moving day checklist specific to your community.
- Invite your current residents to form a welcome committee that can help organize events for new neighbors.
- Consider stocking their fridge with water bottles or soda.
- Offer Updater!  

After

- Have your maintenance team send a "hello" email with their contact information and hours.
- Schedule an unwanted item pickup by Goodwill or Habitat for Humanity.
- Slip an event flyer under the door. 

Day Of

- Add a welcome message to you lobby's
- Put their keys in gift boxes or put them on branded key rings. 
- Set out a few dog treats.
- Deck out their front door with wrapping paper or bows.
- Leave a disposable camera on the counter. 
- Stop-by and ask if they need anything.
- Leave take-out coupons or menus on their counter for easy dinner on moving day.
- Have a move-in kit available containing things like hammers, screwdrivers, and brooms. 
- Take them on a tour so they'll feel comfortable finding all the great amenities you provide.

ICON KEY



Resident Favorite



Low time, high impact

PRINT AND USE AS YOUR GO-TO GUIDE!