

Community Manager Operational Reset Checklist

If your operation feels chaotic, start here.

1. Daily Visibility *Things you should know every day:*

Checklist Item	Comments / Notes
<input type="checkbox"/> Occupancy	
<input type="checkbox"/> Vacant home status	
<input type="checkbox"/> Delinquencies or open eviction workflows	
<input type="checkbox"/> Active work orders	
<input type="checkbox"/> Pending applications	
<input type="checkbox"/> Upcoming move-ins and move-outs	

2. Create One Consistent Workflow *Create repeatable systems for routine operational tasks:*

Checklist Item	Comments / Notes
<input type="checkbox"/> Move-in and move-out checklists	
<input type="checkbox"/> Delinquency workflow	
<input type="checkbox"/> Vendor approval process	
<input type="checkbox"/> Maintenance follow-up	

3. Centralize Information *If it only lives in your head, the operation is fragile.*

Checklist Item	Comments / Notes
<input type="checkbox"/> Stop relying on sticky notes and memory	
<input type="checkbox"/> Create one tracking system	
<input type="checkbox"/> Use shared folders or shared tools	
<input type="checkbox"/> Document recurring procedures	
<input type="checkbox"/> Keep communication in one place	

4. Create the Weekly Rhythm *Identify priorities and create recurring operational cadence:*

Checklist Item	Comments / Notes
<input type="checkbox"/> Monday priorities	
<input type="checkbox"/> Weekly delinquency review	
<input type="checkbox"/> Make-ready review	
<input type="checkbox"/> Vendor follow-up day	
<input type="checkbox"/> Resident communication cadence	
<input type="checkbox"/> Weekly reporting	

5. Use Tools That Reduce Friction *Technology should support operations, not complicate them:*

Checklist Item	Comments / Notes
<input type="checkbox"/> Excel or shared trackers	
<input type="checkbox"/> Microsoft To Do or Planner	
<input type="checkbox"/> Recurring reminders	
<input type="checkbox"/> Property management software workflows	
<input type="checkbox"/> Shared calendars	
<input type="checkbox"/> AI-assisted templates	

Start Small. Stay Consistent.

You do not need perfect systems to create better operations.

Focus on incremental operational improvement.

*Lead with **People**. Strengthen with **Process**. Empower with **Tools**.*