

TENANTREADY™

DAY ONE READY, EVERY TIME

Cut Tenant Chaos in Half — Starting This Month

Tenants onboarded once,
and answering their own questions for the next 12 months.
Less chasing, more running your business.

Here's our focused base framework to onboard tenants so you get fewer headaches, faster resolutions, and happier residents.

This guide will help you build your own.
If you need help getting your TenantREADY™, just reach out.
 Call or Text Joe at 878-668-4321
Take a Peek Before You Build (<https://demo.fusiontrriage.com>)

The Quick Win

What This Is

This is the exact 6-step foundation framework we use to set tenants — and their managers — up for success from day one. The ongoing opportunities to build out every detail and aspect are endless. Getting a repeat question about "The temperature of the pool?" We build that in to make your TenantREADY™ and your team less distracted.

Why It Works

When tenants know what to do, who to call, and how to handle problems, you get:

- Fewer after-hours "emergencies" that aren't emergencies
- Faster, cleaner maintenance requests
- Tenants who actually stay longer

TenantREADY™ by FusionTriage –
Built from decades in the field, not the boardroom.
call or text 878-668-4321

Step-by-Step Framework

Before You Start: What You'll Need

Get these ready first to make your TenantREADY™ process smooth and efficient:

- **Property Information:** Lease terms, payment methods, key policies, emergency contacts
- **Visual Assets:** Property photos, floor plans, parking maps, common area shots
- **Contact Lists:** Who handles what (maintenance, leasing, management, after-hours)
- **Local Resources:** Nearest grocery, pharmacy, schools, transit stops, popular restaurants
- **Current Forms:** Maintenance request templates, contact sheets, community guidelines
- **Video Equipment:** Phone camera, basic lighting setup, quiet recording space
- **Tenant Examples:** Success stories, common questions, "neighbor wins" to share
- **Time Blocks:** 2-3 hours per module for writing, filming, and testing
- **Create Online Property:** Make all information easy to find and usable for all folks: you, your team, your tenants...
- **Review Team:** Current tenants or staff to test clarity and completeness

Most property managers underestimate the prep work. Getting these pieces ready upfront saves 3-4 hours per module later.

The Core Items to Include: You can build as deep or detailed as you like.

1. Welcome & Orientation

- Warm intro to property, team, and community culture
- 90-second welcome video or "Day 1 Checklist"

Use your actual voice — even a phone selfie works.

2. Lease Essentials (Plain English)

- Payment terms, due dates, and how-to-pay options
- Pets, guests, noise, and unit care rules explained with examples

3. Maintenance 101 (Quick Start)

- How to submit a request (with screenshots)
- Emergency vs. non-emergency explained clearly

Be sure to include: A sample Maintenance Request Form → or link directly to your portal

4. Community Systems

- Trash/recycling days, parking, and shared space rules
- Share "neighbor wins" stories to set a positive tone

5. Local Life & Resources

- Grocery, pharmacy, school, and transit info
- Favorite takeout or services from current tenants

6. How to Get Help

- Who to call, when to escalate
- How to solve small stuff before it snowballs

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One Full Detailed Blueprint:

Maintenance 101 – Ready to Copy & Use

✓ What to Do (embed video showing specific steps):

1. Log into resident portal
2. Select "Maintenance Request" and describe clearly
3. Upload photo if possible
4. Submit and wait for confirmation

✗ What NOT to Do (provide backstory as to the "why not to"):

- Don't text techs directly
- Don't wait until it's an emergency
- Don't leave vague notes like "sink broken"

✓ How to Do It

1. Gather all information and links you'd like to include.
2. Craft and create video from your script as a "How To" training.
3. Edit and finalize the design and content for the article.
4. Upload to your platform. Be sure to include user search analytics and their confirmation that they "Understand and will follow" the clear direction.

See our example here (<https://demo.fusiontrriage.com/docs/how-to-submit-a-maintenance-request/>)

Test it with tenants at move-in so they've done it once before they need it.

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Results & Next Steps

What Our Clients See in 30 Days

40% drop in unnecessary emergency calls

3x faster maintenance resolution times

↑↑↑ Happier tenants = lower turnover

Your Next Step:

These are just our base foundations.

Your build can grow with you and your property's tenants needs.

Or book a quick 15-minute walk thru for clarity

See How It Looks (<https://demo.fusiontrriage.com>) Ready for a Walk Thru? (<https://calendly.com/joe-fusiontrriage/15min-trriage>) Skip All That, I Want My Own (<https://demo.fusiontrriage.com/get-ready-now/>)