**New LT Rental Property Management Onboarding Process**

**Agent Responsibilities**

The agent is responsible for completing the following and emailing them to Exec Asst:

* Property Management Agreement
* Authorization for Direct Deposit
* Onboarding Form
* W-9
* Property Photos
* N-848 Form
* Advertising Form for TurboTenant & Website

**Executive Assistant Responsibilities**

The Executive Assistant will upload the following documents into **The Box**:

* Property Management Agreement
* Authorization for Direct Deposit
* Onboarding Form
* W-9
* Property Photos
* N-848 Form
* Letter from the State Taxation Department with the **Letter ID** (if GE taxes are applicable)
* Advertising Forms

**Additional Tasks:**

1. Enter property details into the **All-Accounts Report**.
2. Create a property advertisement in **TurboTenant**.
3. Send a **Welcome to the Ohana** letter to the owner, introducing both the Executive Assistant and the Bookkeeper.
4. Set up the property in **INNAGO**.

**Bookkeeper Support:**

The Executive Assistant will provide the **Onboarding Form** to the Bookkeeper.

**Marketing Concierge Responsibilities**

The Marketing Concierge will manage the following promotional activities:

* Add the property listing to the **MRC Rental Website (WIX)** with the status: **"AVAILABLE"**.
* Create and publish a **social media advertisement**.

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**Post-Tenant Selection Process**

**Executive Assistant Responsibilities**

Once a tenant has been chosen, the Executive Assistant will:

* Notify the **Bookkeeper** that the property is rented.
* Update **Innago** with tenant details and rental information.
* Enter tenant information into the **All-Accounts Report**.
* Remove advertisements from **TurboTenant** and/or **Craigslist**.
* Send a **Welcome to the Ohana** letter to the tenant.
* Email the **Renter Video** to the tenant.

**Marketing Concierge Responsibilities**

* Update the property listing status on the **MRC Rental Website (WIX)** to **“RENTED”**.
* Create and publish a **social media advertisement** stating:  
  *“Another Property RENTED by MRC!”*

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