

Sample Student Housing Turn Policy

Furniture Orders

Purpose

[Company Name] will order new furniture in a timely manner while staying within budgetary guidelines and will charge back appropriate damages to the vacating residents.

Standard

- The community should consult the turn budget prior to placing orders. The Regional Manager must approve additional expenditures.
- Furniture orders are due by [insert date].
- On-site teams are required to:
 - Unload the furniture truck
 - Unpack the furniture
 - Assemble the furniture
 - Deliver the furniture to the apartments

Procedure

Inspecting Furniture

1. Inspect furniture for damages during the pre-turn inspection.
2. Photograph damages to furniture. Document the apartment and bedspace letter for location identification when charging damages back to resident.
3. See [Chargebacks](#) for information on charging back damages to the resident based on depreciation.
4. List the furniture to be cleaned during turn. When possible, order replacement parts rather than replacing entire pieces of furniture.

When Furniture Is Being Replaced

1. Prepare a list of items that will be changed out in each apartment/bedspace.
2. Trash out items to be replaced the day before new furniture arrives.
3. As each new furniture piece comes off the truck, tag it with the apartment/bedspace number to which it will be delivered
4. Load trucks of assembled furniture in groups according to which building the furniture is being delivered to. Make a bulk delivery of the furniture into the apartment building breezeway.
5. Have additional team members on-site to unload, unpack, assemble, and deliver furniture.
6. Anticipate additional damage to mattresses and couch cushions after the pre-turn inspection. Ordering extra mattresses is recommended.

Resources

Related Forms

- Furniture Checklist