



Community Manager Jumpstart Checklist
Welcome to Peak Living!

Employee Name
Community Name
Regional Manager
Start Date

This checklist is designed to help you transition into your new role with Peak Living.

We are pleased to have you join our growing team and want you to know that we are available every step of the way!

Things to remember:

- * It is the responsibility of the Regional Manager to review this checklist with the new Community Manager.
- * Always refer to your direct supervisor, then the Peak Living Help Desk for assistance.

Logins and Web Addresses			
Program	Website	If login not received...	✓
Email	http://portal.office.com	Email help@itnow.net	
G&A Partners	https://www.hrpyramid.net/gna/EmployeeLogin	Help Desk Ticket	
Worksight2.0	https://worksight2.gnapartners.com/	Email hr@peakliving.com	
Peak Learning	http://peakliving.yardielearning.com/Dashboard	Help Desk Ticket	
Peak Sync	https://peak.syncedtool.com/auth/login/	Email help@itnow.net	
Peak Living Portal	http://www.mypeakliving.com/homepage	Help Desk Ticket	
OnSite	https://www.on-site.com	Help Desk Ticket <i>after</i> trainings	
Compliance (for LIHTC)	http://www.preferredcompliance.com/	Help Desk Ticket	
Rent Café	https://sitemanager.rentcafe.com/sitemanager/login.aspx	Help Desk Ticket	
Yardi	https://www.yardiaspla5.com/76855peakliving/pages/Login.aspx	Help Desk Ticket	
Applicant Pro	https://admin.applicantpro.com/	Email hr@peakliving.com	
Peak Help Desk	http://www.peakliving.hesk.com/	N/A	

Getting Started	Due	Done	Notes
Team Introduction	0-Jan		
Property Tour	0-Jan		
Receive keys and access cards; review related procedures	0-Jan		
Review office and service hours, and current team schedule	0-Jan		
Review community emergency procedures	0-Jan		
Ensure email is working and signature has been set up	0-Jan		
Email updated contact info to rmcbride@peakliving.com	0-Jan		
Reg Mgr Check-in: Review onboarding plan & job description	0-Jan		
*Review current calendar for required monthly reports and due dates			
*Define goals for the first 30 days			
Review employee handbook and career apparel standards	2-Jan		
Test logins and review Peak Living support systems	2-Jan		
Complete assigned eLearning courses	2-Jan		
*Welcome/Legal/General: 4 hrs			

Learning your Property and Systems	Due	Done	Notes
Review property details	2-Jan		
*Unit count and spread, floorplans, amenities, pet policy, pricing, etc.			
Complete assigned eLearning courses	5-Jan		
*Administrative Skills: 4 hrs			



*Internal Policies / Processes: 5 hrs		
*Vendor Partners: 4 hrs		
*Yardi Intro and PayScan: 1 hr		
Invoice Review	12-Jan	
*Print and Review GL Description Form		
*Review current budget, Corporate Vendor List and purchasing procedures		
*Scan all invoices to be paid to invoices@peakliving.com (utilities separate)		
*Review community utility billing setup		
Virtual Orientation: 30 min	12-Jan	
Complete assigned eLearning courses	12-Jan	
*Leasing and Sales: 2 hrs OR Leasing at its Peak Virtual Workshop: 2.5 hrs		
*Yardi Service Requests: 1 hr		
*Yardi Leasing Basics: 5 hrs		
Risk Management Review	19-Jan	
*Confirm that the site has RLL in place		
*Review the Incident/Loss Report (Property and General Liability) Form		
*Coastal areas: Hurricane Policies and Procedures Handbook		
Maintenance Review	19-Jan	
*Review the on-call schedule including lock out policy		
*Review current and future capital improvements		
*Explain the CapEx approval process		
*Review key box procedure		
Complete assigned eLearning courses	19-Jan	
*Yardi Advanced Leasing: 4 hrs		
*Accounting: 4 hrs		
Regional Manager Check-In	26-Jan	
*Where are you on your goals?		
*Are there any areas where you need additional help?		
*Review past three property audits, if available.		
*Set new goals for the next 30 days		

You are doing great! Continue fine-tuning your skills	Due	Done	Notes
Property Marketing Review	23-Feb		
*Collateral and Current Advertisements			
*Social media resources and posting protocol			
*Outreach marketing plan & how it ties to current online/offline programs			
*Craigslist with RapidSoft; posting 4x daily with 5+ photos			
Shop your comps to see what the neighbors have	23-Feb		
Regional Manager Check-In	23-Feb		
*Where are you on your goals?			
*Are there any areas where you need additional help?			
*Set new goals for the next 30 days			

Managers: Please complete with your associate and send to training@peakliving.com within 60 days of their start date.

CM Signature _____ Date _____

RM Signature _____ Date _____