YOUR  
LOGO

**COMPANY NAME**

TENANT ONBOARDING AND ORIENTATION PROPOSAL

Prepared by:

**[Client Name]**

**[Contact information]**

**[Date]**

# Introduction

Thank you for considering [Your Company Name] to support your tenant onboarding and orientation process. We offer comprehensive onboarding solutions designed to ensure a smooth transition for new tenants, enhance their experience, and foster long-term satisfaction.  
  
This proposal outlines our approach to managing [Client Name]'s tenant onboarding and orientation program.

# Project Objectives

The primary goals are:  
  
- Provide a structured and welcoming onboarding experience  
- Educate tenants on property rules, amenities, and procedures  
- Streamline administrative processes and documentation  
- Enhance tenant satisfaction and retention

# Proposed Services

Our tenant onboarding and orientation services include:  
  
- Customized tenant welcome packages  
- Orientation sessions (virtual or in-person)  
- Property tours and amenity introductions  
- Lease agreement review and documentation support  
- Move-in checklist and support  
- Ongoing tenant communication and support

# Scope of Work

Scope includes:  
  
- Initial consultation to define onboarding objectives  
- Development of onboarding materials and guides  
- Coordination of orientation sessions and property tours  
- Assistance with lease documentation and compliance  
- Follow-up communication to address tenant queries

# Timeline

Proposed project timeline:

|  |  |  |
| --- | --- | --- |
| Phase | Description | Estimated Date |
| Planning & Materials Development | Create onboarding guides and welcome packages | [Start Date] |
| Orientation Coordination | Schedule and conduct orientation sessions | [Date] |
| Tenant Support | Ongoing communication and assistance | [Ongoing] |
| Program Review | Evaluate effectiveness and refine process | [Completion Date] |

# Pricing

Estimated cost breakdown for tenant onboarding and orientation services:

|  |  |  |
| --- | --- | --- |
| Service | Description | Cost |
| Onboarding Materials | Development of guides and welcome packages | [Amount] |
| Orientation Sessions | In-person or virtual orientation coordination | [Amount] |
| Documentation Support | Lease review and compliance assistance | [Amount] |
| Ongoing Support | Tenant communication and query resolution | [Amount] |
| Total Estimated Fee |  | [Total] |

# About Us

[Your Company Name] is a trusted property management and tenant services provider with a focus on delivering exceptional tenant experiences.  
  
- Experience: [X] years in property management and tenant relations  
- Expertise: Onboarding processes, lease management, tenant retention strategies  
- Mission: To create positive and lasting relationships between property owners and tenants through effective onboarding and support

# Case Studies / Testimonials

Case Study: [Client Example]  
  
- Project: Tenant onboarding program for a residential complex  
- Outcome: Improved tenant satisfaction scores and reduced turnover rates  
  
Testimonial:  
“[Your Company Name] made the onboarding process seamless, setting the tone for a positive tenant relationship from day one.” — [Client Contact]

# Terms and Conditions

Payment Terms: [X]% deposit, balance upon program implementation.  
Contract Term: Initial engagement of [X] months with renewal options.  
Client Responsibilities: Provide property access, lease documentation, and approve onboarding materials.  
Adjustments: Scope changes require mutual agreement and may affect cost/timeline.

# Acceptance

To approve this tenant onboarding and orientation proposal and begin services, please sign below.  
  
Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
Name: [Client Name]  
Title: [Title]  
Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_