

# The 5-Minute Amenity Audit

*You get about four seconds of a tour prospect's attention on your amenity wall.*

Walk your amenity area right now — vending, micro market, whatever's there — and check off anything below that's true. It takes about five minutes. Do it before your next tour.

## 1. THE FOUR-SECOND TEST

- ☐ Something on the shelf is empty, out of stock, or clearly untouched.
- ☐ You wouldn't buy anything that's currently stocked.
- ☐ Something is expired, dusty, or clearly past its best-by date.
- ☐ The area looks like an afterthought — not something that belongs on this property.

## 2. THE AMENITY WALL

- ☐ It still takes cash or coins instead of a tap.
- ☐ There's no way for a resident to say what they'd actually want in there.
- ☐ If a machine took someone's money and gave nothing back, they wouldn't know who to tell.
- ☐ The space just sits there — it isn't doing anything for the property.

## 3. VENDOR ACCOUNTABILITY

- ☐ You don't have a direct number for an actual person responsible for this — just a call center.
- ☐ You don't know how long a repair would actually take if it broke today.
- ☐ Nobody from this vendor has ever asked your residents what they want — they installed and left.
- ☐ If you listed every vendor on your property from memory, this one wouldn't be near the top.

## WHAT TO DO WITH WHAT YOU FOUND

**0–3 checked:** You're in good shape. Keep an eye on Vendor Accountability — that's usually where things quietly slip first.

**4–7 checked:** Fixable — but it's costing you tour impressions and resident goodwill right now.

**8–12 checked:** This amenity is actively working against you at tour time. Worth a conversation before your next round of renewals.

### Counted more than a few?

Request your free on-site assessment — I'll walk the space with you and tell you honestly what I'd fix first.

**Call or text Justin directly: (720) 828-2170**