

RACI Matrix for Property Management

A framework for defining clear task ownership across your PMC operation

R = Responsible

Does the work (exactly one per task)

C = Consulted

Input needed before completion

A = Accountable

Answerable for the outcome (one per task)

I = Informed

Notified after completion

Example: Move-Out Process

Task	Property Manager	Maint. Coord.	Leasing Agent	Accounting	Regional Manager
Acknowledge notice to vacate	R		I	I	I
Schedule pre-move-out inspection	A	R			
Conduct pre-move-out inspection	R	C			
List unit for re-leasing	I		R		
Coordinate turnover scope	A	R	C		
Execute unit turnover	I	R			A
Prepare deposit disposition	C			R	A
Send deposit accounting to resident				R	
Approve unit as rent-ready	R	C	I		

Building Your Own RACI

1. Pick one process where unclear ownership is causing friction.
2. List every task at the right level — specific enough to assign to one person.
3. List roles, not people. The RACI should survive turnover.
4. Assign exactly one R per task. This is where the real value is.
5. Don't over-assign C and I. Leave cells blank if someone isn't involved.
6. Pressure-test it with the people who do the work.
7. Review quarterly — an outdated RACI is worse than no RACI.

