

How to choose the Best Property Manager

Key questions to ask your future Property Manager

Melanie Dennis

- How and where do you advertise vacant properties for lease? What is the cost?
- Do you have a dedicated Leasing Consultant?
- What checks are conducted on applicants to ensure my property is occupied by a great tenant?
- Can you pay all of the property outgoings on my behalf?
- How often are routine property inspections conducted? Is there a cost associated with inspections?
- Do you rely on the tenant to report maintenance or are you skilled in spotting potential maintenance issues at routine inspections?
- Do you have a procedure to troubleshoot maintenance with tenants prior to engaging trades person?
- Do you facilitate proactive maintenance, such as regular gutter cleans?
- What happens if the tenant has urgent maintenance? Do you have an emergency line available 24/7?
- Do you enlist a smoke alarm company to attend properties annually – to ensure my property and tenant have a working smoke alarm?
- Can you assist with insurances recommendations and payment?
- Do you offer direct debit to tenants to assist in rent payments being made on time?
- What is your rent arrears procedure – when will I be contacted about the tardy rent payment?
- How often are landlords paid (as the rent is received) and can I check my account online?
- Will I have one Property Manager to contact no matter where my properties are? (suitable question for a Landlord with more than one investment property)
- How is the department set up and how is the Property Manager supported to do their best work?
- How many properties do your Property Managers (as well as the company) manage and is this number capped?
- Is the director or Department Manager involved with the day to day running of the property management department?
- Are you able to attend VCAT for me if required? Is there a cost associated with VCAT attendances and what is your success rate?
- Do the staff receive training regularly to ensure they are across current legislation?
- Are the department systems and procedures reviewed regularly to ensure best practice?

