



## Interviewing a Property Manager

- Property manager credentials, experience, time in current role and plans for career
- Rent roll size
- Support staff and office protocol
- Hours of service
- Are there any references that your property manager can provide, eg. testimonials.
- Can they provide any details of people for you to talk to?
- Time that your property manager is prepared to spend with you to understand how you like to operate as a landlord
- Ongoing Management Fee, Letting Fee and any Re-let Fees, Office Petties and Postage Fees, End of Year Report Fee, Inspection Fees etc.
- Time of year that you are looking at renting out the property;
  - Peak times to consider for best tenant competition
  - Vacancy rate issues at certain times of year?
  - Contracts for major works in the township (if an industrial town)
- Can you discuss a shorter lease term with your property manager if you feel that the time you have taken ownership does not match the ideal peak times of that year.
- Has your property manager described a good tenant profile, eg. nurses near hospitals, teachers near schools, professionals, etc.
- Does your property manager have a firm plan for dealing with students in share-accommodation situations?
- How does your property manager approach potential tenants who can't/don't provide references?
- How often do they propose to do maintenance checks and inspection reports?
- What sort of database of tradespeople can your property manager offer you in terms of ad hoc maintenance and urgent repairs? What are typical charges of plumbers/electricians etc?
- Is your property manager easy to contact? Are the receptionists helpful?
- How do they like to manage payments and billing? What sort of payment cycle do they offer?



## Post Authority Questions

- Is your property manager referring nuisance requests to you or are they gate keeping?
- Does your property manager let you know how the rents in the area (and for comparable properties) are going, and do they demonstrate to you that they are working hard for you to keep your asset performance maximised?
- Does your property manager let you know what alterations or changes you can make to the property in order to maximise the rental return?
- Does your property manager demonstrate that they can deal effectively with a non-paying, late paying or troublesome tenant?
- Is your property manager sending you through thorough paperwork and records for your filing?
- Are you aware of what your tenants are thinking about doing in terms of continuing their lease, leaving, moving etc? A good property manager should be aware of what the tenant's future plans are.
- Are you thanking your tenants and property managers each year for a good business relationship, eg. a gift to your property manager and a voucher/card to your tenants.
- Can your property manager organise sales appraisals for you so that you can monitor your property's capital growth?