

# **Property Investor Checklist for Selecting a Professional Property Manager**

## **Property Leasing Checklist**

1. What personnel has the agency allocated to leasing properties?
2. Do the agency staff members personally show prospective tenants through properties?
3. How does the agency market available properties for lease?
4. Request some examples of recent internet listings? (looking at the quality of ad copy & images)
5. How much information is obtained from applicants for properties and what information is verified?

## **Property Management Checklist**

1. What documented systems are in place for property management?
2. What is your process for dealing with rent arrears?
3. What is your process for reviewing & negotiating the rent on my property?
4. What is your process for dealing with repairs and maintenance?
5. What steps do you take to ensure that all contractors working on my property are properly licensed and insured?
6. What steps do you take to ensure that all maintenance work is competitively priced?
7. How frequently will you inspect my property?
8. What is the experience level of the staff members who will be leasing and managing my property & how much ongoing training do they have?
9. Do you send rent statements by email and deposit rental funds electronically?

## **Customer Service Checklist**

1. What references do you have from satisfied clients?
2. Do you provide a service guarantee?
3. Does the property management firm have documented service standards?
4. What back up staff are there in the event my property manager is sick or on holidays?
5. How frequently will you communicate with me and what form will it take?
6. Does a Director personally check my Rent Statement prior to finalising and sending it to me?
7. Do you provide internet Login facility to access the latest financial information about my property?