

# **harris**

**property management**

## ***Property Management Checklist***

*If you are meeting with various agencies to discuss rental management of your property, it is important to know the services you will be receiving. Not all property management agencies are the same, so in order to make an informed decision we recommend you ask the following questions to all agencies you are in discussions*

- ◇ Are all your Property Managers qualified and hold the Residential Property Management Certificate Level 1 or equivalent?
- ◇ How long has your company been in operation?
- ◇ On average how many properties does the agency lease every month?
- ◇ What standards does your agency offer for how you will market my property on the internet?
- ◇ How many websites and which ones does your agency use to market my property?
- ◇ How many days per week does your company open properties for inspection?
- ◇ Will my Property Manager, be responsible for showing prospective tenants through my property and meeting them in person?
- ◇ What is the level of experience of the staff working in your property management department?
- ◇ How much training do your staff partake in?
- ◇ What back up staff do you have in the event my property manager is sick or on holidays?
- ◇ How much information do you obtain from all applicants for your properties and what databases are their details checked against?
- ◇ Who makes the final decision as to which applicant is offered the property?
- ◇ What is your policy on rental arrears and what procedures are in place if a tenant is in default?
- ◇ Does your agency offer a "Pet Lease" for properties with pets allowed?
- ◇ How do you deal with maintenance and repairs for the property? Will I be contacted every time something needs attention?
- ◇ What steps do you take to ensure the maintenance carried out on the property is conducted by licensed professionals and the work is competitively priced?
- ◇ How frequently would you inspect my property and what confirmation do I receive that it has been completed?
- ◇ Will my Property Manager be doing the Routine Inspections themselves?
- ◇ How frequently will rent monies be paid to me and can they be electronically transferred direct to my bank account?
- ◇ How often do I receive statements and can they be emailed to me?
- ◇ Do you have references from satisfied clients?