



Property Investor Checklist

For Selecting The Property Manager That's Right For You.



Property Leasing

Question	Comment
What human resources has the agency allocated to leasing properties?	
Do the agency staff members personally show prospective tenants through properties?	
How does the agency market available properties for lease?	
Look up the agency's recent internet listings? <i>(Here you are looking at the quality of ad copy, images and number of images.)</i>	
How much information is obtained from applicants for properties and what information is verified?	



Property Management

Question	Comment
What documented systems are in place for property management?	
What is the process for dealing with rent arrears?	
What is the process for reviewing & negotiating the rental return on a property?	
What is the process for dealing with repairs and maintenance?	
What steps do they take to ensure that all contractors working on your property are properly licensed and insured?	
What steps do they take to ensure that all maintenance work on your property is competitively priced?	
How frequently do they inspect the properties they manage?	
What is the experience level of the staff members who will be leasing and managing the property & how much ongoing training do they have?	
How are rent statements received and are rental funds deposited electronically?	



Customer Service

Question	Comment
What references do you have from satisfied clients?	
Do they provide a service guarantee?	
Does the agency have documented service standards?	
What back up staff are there in the event my property manager is sick or on holidays?	
How frequently will you communicate with me and what form will it take?	