

Property Manager Interview Checklist

COMPANY TELEPHONE MOBILE	PROPERTY MANAGERS NAME EMAIL
Experience Describe your experience as a property manager?	
Current portfolio How many properties do you currently look after? What is your maximum number of properties that you look after?	
Team structure What happens when you are unwell and go on holiday? Are inspections cancelled or does someone else step in and what is their experience?	
Contact hours What are your hours of service that you are available for tenants and landlords to contact you? How do you respond to after-hours maintenance issues?	
Communication How do you communicate with me as a landlord; email, phone, online platform?	
Initial property condition report How many photos do you take for your initial property condition report? <i>Ask them to provide an example</i>	
Inspections How often do you do routine inspections? How detailed are your inspection reports? <i>Ask them to provide an example</i> Can you describe the process if issues are identified during the inspection?	

<p>Rent What is your rental payment cycle to your landlords? What is your process for rent arrears? What is your process for tenants paying their rent late? What is your process for responding to changes in the rental market to ensure that my property is receiving a fair rental income?</p>	
<p>Court and Evictions What is your process for going to court and costs? What is your process for tenant eviction and costs?</p>	
<p>Lease Renewal What is your process with lease renewals?</p>	
<p>Transition to new tenancy What is your process when a tenant is leaving to ensure the property is tenanted again soon after?</p>	
<p>Fees Please outline your fees</p> <ul style="list-style-type: none"> - Management fee and what is included in this - Leasing fee - Re-leasing fees - Advertising fee and what is included in this - Admin fees eg end of year report fee 	
<p>What sets you apart from other property managers? What is an example of how you prevented/resolved a potentially challenging situation? Do you have any references from current landlords that you can provide?</p>	