

Property Manager Qualifying Detailed Call or Meeting

Investor

Hello (Property Manager Name), How are you today?

Investor

This is (Your Name), from (Your Company Name). Thank you for speaking with me today to answer my questions.

I want to let you know upfront that I am talking to three property managers in the area to get an idea of who is the best fit for our management style and our goals. Is it ok if I go ahead and start asking you a couple of questions?

Great!

1. Tell me about your team.
2. What is your service delivery standard to respond to a service call? Toilet, dishwasher, etc.
3. What is your standard management fee? What does this fee include?
4. What is your standard leasing fee? What does this fee include?
5. Will you provide regular reports? How often? What do they include?
6. What is the ratio of your clients that are local vs out of province/state investors?
7. Do you get volume discounts on tradespeople and service providers that you could pass on to me?
8. Walk me through how you would select a tenant.
9. Tell me about your client reporting process.
10. When is your standard payment frequency? How is this payment delivered?
11. How do you leverage technology?
12. How will I be notified if/when there is a problem at my property?
13. What happens when there is a vacancy?
14. How do you authorize small repairs?
15. Are your maintenance services in-house or do you contract the work out?
16. Do you provide 24hr service or afterhours calls?
17. How often does your team do regular property inspections and what does this cover?
18. How do you report on this inspection (pictures)?

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19. What is your process to handle typical situations such as late rent, or tenants demanding unnecessary repairs etc.?
20. What is the best way to communicate with you?
21. How will tenants be able to communicate with you?
22. Do you charge extra fees for additional services? What additional services do you provide?
23. Do you offer a rent paid guarantee if you are placing tenants (ex: 6 months)?
24. How would either of us end the agreement if it's not a right fit?
25. Are you a part of any local associations?
26. Tell me about the last time you or your company got involved in the community?
27. Are you part of the Better Business Bureau?
28. Can you provide references?

(Property Manager Name), thank you very much for your time. I have a couple more property managers to contact. Based on the information you've provided, I will contact you within the next 2 business days if you are the best fit for our company!

Thank you again for your time today. Have a great morning/afternoon/evening.