

3 ESSENTIAL TIPS TO APPOINT A PROPERTY MANAGER

bennettpropertymanagement

"we do property management differently"

DEANNE BENNETT
MANAGING DIRECTOR

1. Ensure that the person who you interview is the person who is going to be managing your property

- i. How many years have you been working in real estate?
- ii. How many years have you been with your current agency?
- iii. How can you demonstrate your knowledge of the current rental market in my area?
- iv. Can you provide testimonials from past to current clients?

Thank you to you Deanne for your amazing support for the past year and previous. I've said it before, I am so happy to be with Bennett Property Management, by far the best property management I have been associated with. If you could have looked after my interstate properties I would hand them over to you...thank you again for your professionalism and your very approachable nature...this is the property I am never "concerned" with – which as an investor is a good thing.

Oliver K, Balgowlah

2. The agency should be able to provide you with their maintenance procedure

- i. When will you contact me if there is a maintenance request?
- ii. What is your response time frame for responding to maintenance requests?
- iii. Do you arrange quotes with licenced trades and this is included in my management fee?
- iv. Are you able to pay for property bills on my behalf if required?

✓ Our maintenance controllers are highly experienced in property repairs and maintenance coming from 'trade' backgrounds with tremendous expertise in regulatory compliance matters, building safety, site inspections, facilities management and trade relationships

✓ Our team of specialists gives us the flexibility to be able to offer **24 hours a day, seven days a week support** to our owners and tenants via our (Landlord/Tenant Helpline) on **02 9099 3525**

3. The agency or property manager should be able to provide you with a written guarantee

- i. Do you have written Customer Service Standards?
- ii. Do you have a written money back guarantee?
- iii. Does your team have daily accountability for your guarantee?

- ✓ To continue our terrific work to our clients and remain at the forefront of property management, our commitment to all of our Landlords as a measure of accountability is our **Platinum Service Guarantee**
- ✓ We will proactively manage and resolve any matter or your previous month's management fees will be refunded in full



As our client

- ✓ **Your** residential rental is our speciality
- ✓ **You** will have Platinum Tenants looking after your property
- ✓ **You** will experience our Platinum Property Management Service
- ✓ **You** will receive our Platinum Service Guarantee

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