

5 tips for choosing a Property Manager

After spending hundreds of thousands or more on a property investment, you'll want to find someone who you can trust to provide high-quality property management service.

A good property manager is one who keeps your property investment safe and in good condition, keeps the income returns flowing to you and acts in your best interest by looking after your tenants whilst not squandering your money with frivolous repairs or property upgrades.

1. Communication and responsiveness

You want your property manager to be able to communicate with you quickly and effectively and act as a conduit between you and the tenant. You want to ensure you are kept up to date with relevant information but the Property Manager can handle situations on your behalf without having to bother you endlessly. If repairs or maintenance are needed, they need to be able to inform you immediately and sort out the situation promptly. You'll also want to make sure that your property manager can inspect your property at least twice a year if not more.

Property managers who look after too many properties might not have enough time to give your investment proper attention. Some property managers can have up to 200 properties under management at any one time, which can make it difficult to offer the level of high-quality service you expect.

Agencies with fewer properties per manager may cost slightly more, the added attention to your property should make or save you that money twice fold by protecting your property and maximising your income.

2. Interaction with prospective tenants

One of the major benefits of having a great property manager is their choice of tenants for your property. Their new tenant screening process is a good indicator as to their level of commitment to you and your property; for example, if they merely hand the keys to prospective tenants and do not accompany them through your property is surely a negative sign of their care factor.

A property manager that can inspect your property alongside prospective tenants will have more opportunity to promote the property. It also gives them the opportunity to know the tenants and screen them more effectively. Finally, having a property manager physically in attendance at viewings will give you a sense of security.

3. Geographic area cover

If you're a serious investor, you'll want to consider the geographic area that potential property management services cover. If you intend to own a number of properties across many different suburbs, consider whether you'll want a property manager for each investment or if you'll want to use an agency that covers a larger geographic area.

In the past, property management in Australia was mostly based on real estate agencies that serviced a certain area. Today, there are more and more specialist agencies that only focus on property management. These companies typically service a larger geographic area and can cover multiple regions as well as being better property managers than the 'add-on' property managers of standard real estate agencies who see property management as the 'poor cousin' to selling properties.

4. Industry knowledge

A key factor in your search for a property manager should be their level of expertise and industry knowledge. Do your research on shortlisted Property Managers by looking at reviews and testimonials on different websites and social media.

Can you get a referral from a trusted source like a mortgage broker, accountant or lawyer? First-hand feedback through word-of-mouth is one of the most trustworthy and reliable ways to determine the quality of property managers.

It's important that you can trust your property manager. After all, they'll be responsible for finding the tenant that will be living in your property and for regularly checking the state of your investment.

5. Dedicated property management companies

Many real estate agencies offer property management services, but not all agencies have a dedicated property management department. If you're looking into agencies to manage your investment, make sure that they have separate experts in property management or even better – look for a specialised Property Management firm who only does property management.

These companies have a niche speciality, there's a higher chance that they have the experience you need., but make sure you also compare them with other options available to you.

Conclusion

The more experienced Property Management organisations usually have slightly higher fees but these expenses can be worthwhile and save you a considerable amount of time, money and hassle.

As an investor, you also get tax benefits for renting out your property. Ensure you keep a record of all your expenses. In most cases, you should be able to claim property management fees as a deduction on your tax return which can justify spending more money on a high-quality property manager.

Contact Chocolate Money for an experienced and reputable Property Management firm to manage your investment by calling 1300 137 539 or contact [Harry Pontikis](#).