25 Interview Questions for your Future Property Manager

Finding the Right Property Manager Starts with the Right Questions: Hiring a property manager means trusting someone with one of your most valuable investments—your property. It's not just about who can collect rent or coordinate maintenance; it's about finding a partner you can rely on to protect your asset, communicate clearly, and deliver consistent results.

Your investment deserves more than just oversight—it deserves exceptional care.

1. **What is your leasing fee, and what does it include?**

   Our leasing fee is 50% of a month's rent and includes all the marketing, showings, and tenant screenings.

2. **Do you charge for marketing?**

   We do charge a $475.00 marketing campaign fee to cover professional photos, virtual staging, virtual tours, floorplan and drone pictures/videos of amenities where available.

3. **Do you have a professional photographer take pictures or are they taken by your agent on their phone?**

   Yes, we do employe a professional photographer for excellent quality of photos of your property for prospective tenants to see the best and become more likely to schedule a viewing of your property.

4. **What is your ongoing management fee, and what services are covered?**

   Our ongoing management fee is 10% of gross collected rents. It includes 24/7 on call service for tenant questions, concerns, and maintenance requests, rent collection, and maintenance coordination.

5. **How often do you show the property once it's listed?**

   As often and as frequently as necessary to get you a qualified tenant as quickly as possible. We do require that an agent be present when a prospective is viewing your property to ensure safety, security, and screen applicants for punctuality and ensure we don't place a scammer into your property.

6. **What is your average Days on Market (DOM) for rental listings?**

   This is hard to say because it is determined based on your location, amenities, features of the property, and correct pricing at the start. We do our best at limiting vacancies by advertising 60-90 days before a tenant vacates and ensuring we are priced right at listing.

7. **How do you screen for qualified residents?**

   We have an extensive screening process that begins at a prospects initial contact ensuring they can afford the home and able to move in within a time frame that suits your needs. We look at credit, background, eviction, previous landlords, income, verify employment, and run their history to try and make sure they don't have a history of scams.

8. **What happens if a resident doesn't pay rent or violates the lease?**

   We allow tenants going through a difficult time to make payment arrangements and record those arrangements to keep track. However, if a tenant has not communicated with our office and has not paid rent by the 7th we evaluate all delinquencies by the 8th of the month.

9. **How often do you inspect the property?**

   We perform quarterly inspections based on tenant move in dates. If we find that a tenant is taking care of the property after a 1 year renewal we may sometimes determine a bi-annual inspection will be sufficient.

10. **Do you upcharge on maintenance or vendor invoices?**

    No we do not. This is included in your monthly management fee.

11. **How do you handle after-hours maintenance emergencies?**

    We have an emergency line that is handled 24/7 by an agent from within our office. Our clients, residents, and vendors never have to speak with AI.

12. **How do you determine the rental price for my property?**

    We look at what your property has to offer in features and amenities, its location, and size and then review what has been leased within the last 6 months and what is currently on the market. We also look at the season and assess the benefit of a reduced rate with shorter or longer lease term for overall profit margin.

13. **How do you advertise my property?**

    Our software syncs with all major online platforms. We additionally use word of mouth, our social media, and rental groups/forums as well as military and insurance partners.

14. **What is your renewal process like?**

    We begin our renewal process with an inspection of the property and review the tenant's payment history, communication, and maintenace. We then complete a market analysis and send you a recommendation prior to offering the tenant a renewal.

15. **Do you charge a lease renewal fee? If so, how much and what does it include?**
    We charge an admin fee of $250 for all renewals.

16. **Do you offer eviction protection or a resident guarantee?**

    We cover all your legal fees and only get reimbursed only if we are able to collect back from the tenant. We also waive our leasing fee for the subsequent tenant if our tenant does not fulfill at least 6 months of a lease.

17. **What is your process for onboarding new owners?**

    After viewing your property and determining your optimum rental rate we have you sign our mgmt agreement and some forms, collect your up front charges, and get to helping you prepare your home for rent ready. If its already there we get the marketing campaign scheduled and on the market right away!

18. **Can I review your management agreement before deciding?**

    Yes absolutely we believe in starting our relationship with full transparency. We want to make sure we are a great fit before either one of us invests too much of our precious time.

19. **How often and in what format will I receive updates?**

    While the home is getting rent ready or while its on the market you will receive weekly updates. Once we have a secured tenant you won't hear from us much more than a monthly newsletter until its time for quarterly updates after an inspection. We will let you know how the property is looking and provide insight on updates or repairs that are needed. We believe to keep costs down preventative maintenance is key.

20. **How will you communicate with me—email, phone, portal, etc.?**

    We use emails and text messages for simple updates and regular communication. But don't worry we will give you a call when there is something more complex we should discuss. We can always follow up with an email or text to recap! Your portal will have all your financials and reports accessible to you 24/7.

21. **Do you charge a technology fee?**

    We do use state of the art technology for the benefit of our owner and our residents, but we do not charge any technology fees to our Owners.

22. **Do you require your locks be put on my property?**

    We do require our set of smart locks be placed on all our properties. This helps us with showings and maintenance as well as keep up with the technology that tenants desire.

23. **Do I have to pay to service or replace the locks when they malfunction/break?**

Nope! Once they're paid for, they are under warranty by FOPM for as long as we manage your property. You will not incur any lock related charges so long as we manage the property!

24. **Do I get to keep the locks?**

    Yes, they are yours to keep. However, the warranty does terminate with management services.

25. **What is your tenant move in process?**

    Tenants that pass our robust screening process must provide proof of all utilities, renters insurance and go through our tenant orientation to know how to properly use your property before getting access to the property. Most importantly we collect all move in costs and security deposit in certified funds! ____

26. **How comfortable do I feel with this company?**

    1 2 3 4 5

27. **Do I feel confident they will take care of my investment?**

    1 2 3 4 5