

## Landlord's checklist for selecting a property management team

To help you choose the best property management team, we have compiled a list of questions that you should ask each agency.

| <b>Property Management Questions</b>   | <b>Notes</b> |
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| 1. How would your agency market my property for lease?   |              |
| 2. How much information is obtained from applicants and what information is verified?                              |              |
| 3. Would your property management staff personally show prospective tenants through my property?                   |              |
| 4. What documented systems are in place for property management?   |              |
| 5. How do you deal with rental arrears?  |              |
| 6. What's your process for dealing with repairs and maintenance?   |              |
| 7. What steps do you take to ensure that all contractors working on my property are property licensed and insured? |              |
| 8. What steps do you take to ensure that all work on my property is competitively priced?                          |              |
| 9. How frequently will you inspect my property?  |              |
| 10. What's the experience level of your staff members who will be leasing and managing my property?                |              |
| 11. How and when will you deposit the rent monies and account to me via rent statements?                           |              |

| <b>General Questions</b>                               | <b>Notes</b> |
|--|--------------|
| 1. Can I see some references from satisfied clients?   |              |
| 2. Do you provide a service guarantee?                 |              |
| 3. Does your agency have documented service standards? |              |