

Property Manager Induction and Probation Checklist

Updated 12/04/2010

Please complete each task during probation, sign each page and return when complete

- Please read the company policy on mobile phones about not giving them out found in S:\Reach\StaffOnly\Procedures\Direct Dial Telephone and Fax Numbers.htm
- Complete the Leasing Induction Checklist & have this signed by the Director of Leasing
- Complete the Administration Induction Checklist & have this signed by the Director of Administration
- Complete the New Business Induction Checklist & have this signed by the Director of New Business
- Review of Position Description, explain "responsibility" and the importance of honesty, contribution to service guarantee/errors, hours of work, be able to explain how your pay is calculated, KPIs
- Finalise and sign employment documentation and keys
- Office basics such as location of toilets, car parks, phone answering and order, office close and open procedure, covering reception and order, not handing out mobile phone numbers, key handout procedure, key cabinet structure, location of files on server.
- Be able to explain the role of each person within the company and be introduced to those people
- Read and understand all procedures on the "STAFF ONLY" internal website
- Complete 3x vacate inspections for any "System Property Manager" with them to check your work afterwards
Address #1 (GPM) _____
Address #2 (GPM) _____
Address #3 (GPM) _____
- NEW MANAGERMENTS: Understand and explain the rules by which a new management is allocated to a PM, the use of the New Business Enquiry form, the 1/4 update, and how to handle a new business telephone call, complete familiarity with a blank PAMD.
Describe how to grow your properties under management - you are your own NBM.
- Complete 3x condition reports for any "System Property Manager" with them to check your work afterwards
Address #1 (GPM) _____
Address #2 (GPM) _____
Address #3 (GPM) _____
- Learn Saturday Skills: roster and roster partner, duties, leasing skills
- Submit copy of all condition reports done during probabtion to Jeff and take Jeff on
1 x full condition report
Address #1 _____
- Attend 3 x Tenancy Sign Ups with any "System Property Manager"
Address #1 (GPM) _____
Address #2 (GPM) _____
Address #3 (GPM) _____
- Telephone Scripts - email the System GPMs to let them know they are free to correct your telephone conversations and invite them to offer you any advice they feel would be of help.
- Small Claims - assist with application and attend 2x hearings with another GPM
Address #1 _____
Address #2 _____

I have completed the above tasks:

Name

Date

Signed

- Listings - attend listing training with Andrew and review the standard listing kit - build your own listing kit - attend 3 x onsite listings each with any "System GPM"
 Address #1 (GPM) _____
 Address #2 (GPM) _____
 Address #3 (GPM) _____
- I have a UBD street directory published in the last 24 months or a 'SAT NAV'
- Build car kit - electric drill, hammer, stakes, signs, forms, towel, spray&wipe, rags etc
- Read the green RTA booklet, standard tenancy agreement, explain which RTA Form is used in which situation, explain lease breaks, change of tenants, phone reimbursement, disputed maintenance with tenant, understand what Landlord Insurance is & what it covers.
- Attend 3x rental appraisals - CMA process, location of standard form letter
 Address #1 (GPM) _____
 Address #2 (GPM) _____
 Address #3 (GPM) _____
- Attend a photo training session with the Director of Property Management. This should be organised so two other GPMs can attend the same session. Email the DPM requesting they book this in with you
- ROUTINE INSPECTIONS: Understand how to plan them, keep track of them, and conduct them.
 Attend 3x days "routine inspection runs" with any "System GPM"
 Date of Run #1 (GPM) _____
 Date of Run #2 (GPM) _____
 Date of Run #3 (GPM) _____
- Understand that you should not use any tradesmen until they have completed the REIQ Contractor Appointment Form & know how to correctly fill in this form
- Learn how to setup a new tenancy paperwork pack (read procedure and see Director of Leasing)
- Understand our Application Form, Guidelines, the 3 x types of deposits. Be able to explain the application process, how to process a typical app & a student app & overseas app, how to check approssessed app, how to call an owner with an owner vacancy update & a new application.
- Understand the purpose of the VAP & how to fill one in, how to print vacancy lists & setting up open for inspections (OFI's) in REACH & sending Form 9's.
- Role play of car crash procedure
- Learn how to conduct an inspection with a prospective tenant
- Understand the "swap" system with the other Property Managers for signups and Saturdays
- Understand that 3 x Property Managers must be in the office at all times
- Understand that private use of the Internet and emails is limited to out of work times and ensure that prorentals.com.au reputation is not damaged by private use of the Internet
- Understand that you are part of the Property Management team and that you can ask questions of the other Property Managers and will need to work together to cover eachother
- Ensure you diary is used to record all appointments and is in the office at all times, use it to make any notes rather then writing on pieces of paper
- Build yourself a tray system - speak with other Property Managers for what works best for them - as a minimum you need an In, Work Orders, Vacating, Routines.
- Understand that you should BCC Andrew/James/Jeff in on any unusual emails to owners/tenants.
- Understand the monthly deadlines for MID and EOM disbursements, KPI response times.
- As Per Position Descriperion : Performance Reviews
 These reviews will be held at the end of each month during probation (With Jeff) and approximately annually after probation.
- Obtain a PC Drivers Licence from Martin Ball- Dependable Computer Services
- Attend Kenard's off site file storage & retrieve a tenant file
- Email Amanda (cc Chelsea) on your first day to double check they have your correct pay details & the frequency of your pay.
- I acknowledge that all forms that are signed by the tenant or owner needs to be retained as a hard copy in our swinger file.
- I acknowledge that all RTRA forms that are issued to a tenant (such as F9 & F11 & F12 etc) need a hard copy retained for the swinger file.

 Sign

 Date

I have completed the above tasks:

 Name

 Date

 Signed