

Growth Portfolio Manager Trial Period Checklist

Computer logon – PM _____
Password – (see DPM) _____
Phone extension: _____

Please complete each task during your trial, sign the checklist & 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
- Please be aware that the business name is all lower case – never a capital “p” & that the business name includes the “dot com, dot au” – prorentals.com.au
- Email the office to advise them of the length of your trial period, your prorentals.com.au email address, your phone extension, your mobile number (remind them to only give your mobile to team members & not tenants/owners/tradesmen) & to say hello to you & tell you something about prorentals.com.au when you see them.
- Provide bank account details & superannuation details & fill in Tax Declaration form & give to Andrea in Admin.
- Attend all office training sessions held in the boardroom. Tuesday at 10am (TTT) + Wednesday training conducted by Andrew + Thursday training at 10am conducted by Jeff.
- Receive the "Starter Pack" of documents from Jeff. Includes induction checklists + PAMD Form 20a + tenancy agreement etc
- Get training of how to use the copier / scanner / fax & the phone system from upstairs receptionist / Administration
- Learn how to access Console & Reach Database & Realworks
- Review of Growth Portfolio Manager position description, explain "responsibility" and the importance of honesty hours of work, KPIs
- Office basics such as location of toilets, car park, phone answering and order,not handing out mobile phone numbers key handout procedure, location of files on servers.
- Obtain car park boom gate card from Andrea in Admin.
- Know how to locate and search for procedures on the "STAFF ONLY" internal website
- Attend 3x vacate inspections with any of the Property Managers

Address #1 _____
Address #2 _____
Address #3 _____

- Attend 3x full condition re inspections with any of the Property Managers
Address #1 _____
Address #2 _____
Address #3 _____

- Submit copies of all condition reports done during trail to Jeff

- Attend 3x Tenancy sign ups with any of the Property Managers
Address #1 _____
Address #2 _____
Address #3 _____

- I have a UBD street directory published in the last 24 months or a "Sat Nav"
- 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 and what it covers.
- Understand that you are part of the Property Management team and that you can ask questions of other Property Managers and will need to work together to cover each other.
- Ensure your outlook diary is used to record all appointments and your hard copy diary is in the office at all times, use it to make any notes rather than writing on a piece of paper.
- Be able to explain the role of each person within the company and how to conduct an office tour. Conduct 1 x office tour with a team member

I have completed the tasks above : Name

Signed

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- Learn how to fill in a New business Enquiry Form and understand that this form must be filled in for every new enquiry.
- Learn our fees and services and how they differ from other agencies.
- View a New Business listing kit.
- Attend 2 x listings with the New Business managers "lister"
Address #1 _____
Address #2 _____
- Attend 1 x in office training session for listing presentation with New Business Manager
- Understand how the Roster System Works for New Managements
- Learn how to list a New Business property on REACH data base, add pics and description etc
- Learn how to create a management pack and understand what it includes
- Attend 2 x Rental Appraisals - CMA process, location of standard form letter
Address #1 _____
Address #2 _____
- Learn how to generate your own leads , ie Courier Mail, letter drops, vacancy campaign, MPRS
- Conduct calls to Courier Mail ads
- Attend 1x Prime Property Sales meeting
- Collect owner details from pds as assigned by Director of New Business.
- Be able to explain to Andrew what the term " Set up to Sell" means.
- Downloading Photos, REACH data base.
- Telephone scripts in leasing - See Director of Leasing
- Put up 3 x For Rent signs
- Learn how to set up new tenancy paperwork pack (read procedure and see Director of Leasing)
- Understand our Application Form, Guidelines , be able to explain the application process, how to process a typical application how to process a typical application and a student application and an overseas application, how to process application, how to call an owner with an owner vacancy update and new application.
- Understand the purpose of the VAP and how to fill one in, how to print vacancy lists and setting up open for inspections (OFI'S) in REACH and sending Form 9's.
- Learn how to conduct an inspection with a prospective tenant
- 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
- I have completed the tasks above : Name _____
- On the morning of my first day have the Executive Assistant introduce me to each person in the office
- How long can you see yourself working with us (please specify Number of years)
Date _____
Signed _____