

Pre-Holiday & Preparation for Peak Season Checklist

This is a reminder to all Property Managers of the provision in your Position Description under the heading on “Preparation for Peak Season” & “Annual Leave Entitlement”

As of 9am on the first business day in December, you must have your portfolio in the condition as specified in the “Pre-Holiday & Preparation for Peak Season Checklist”.

Prepare your loved ones:

Explain to your significant other(s) that you will be very busy for Dec & Jan & Feb. They will stare blankly at you. Further explain that this means you will be harassed and stressed and not around much (starting earlier, working late, working Saturday and Sundays Etc) and that when you are home you will take out your stress on them and they should understand that you are just temporarily insane and not take your irrational outbursts personally. Explain that you will not be eating together or socialising until March. Explain to them that you require them to function as your life support system until March by providing you with alcohol, food & shelter in that order. Explain that any discussions regarding the future of your relationship will not be conducted until March & obtain from them an agreement that they will give you the benefit of the doubt until then.

Beware the Eye of the Storm:

Everybody here will tell you that the Peak Season is BAD (if it is only your first Peak Season you will not be able to guess how bad) but in the first week or so it will seem “not too bad” and you may even wonder what is all the hype about. This is because the first few weeks or so hurt less than PM's. If you have followed this checklist and started the peak season with a clean slate, then you will not feel the pain until the end of the 2nd week of January, and the pressure will continue to mount until late February.

Survival Guide:

Read Jeff's “Survival Guide for Peak Season” article on the internal website & pay attention to how you will plan your days. Watch the role play DVD of Reggae & Jeff.

[Survival Guide to Peak Season \(Morning Training #4\)](#)

Return Calls / Emails: ACTION REQUIRED – EA to sign off that your inbox is clear of messages to be returned

All calls returned & all emails replied to (either resolving the issue or telling the person when you will action it so they don't chase you when it is busy) so that come the first business day in January you have no calls and no email which require a response.

Maintenance Requests: ACTION REQUIRED – EA to sign off that you have no maintenance requests as hardcopy or email that are not actioned

All maintenance requests actioned (either issue work order, or send request to owner, again to save the tenant chasing you in the busy time).

Work Orders: ACTION REQUIRED – Attach a Console printout of your maintenance view

Check status of all work orders in your Console maintenance view (make sure the tradesman has not forgotten / lost fax etc – let tenants know status of all jobs to save them chasing you in busy time).

Invoices: ACTION REQUIRED – EA to sign off that there are no invoices in your cube waiting to be approved

All invoices allocated to work orders and stamped approved and out in for payment (to remove the clutter).

No Monkeys on your Back: ACTION REQUIRED - EA to sign off that no messages in your inbox or intray need actioning from you

For every issue that can't be finalised – make sure you are waiting on someone else. For example, if the owner wants a quote make sure you have sent off the quote request – although it is still an outstanding issue at least no one is waiting on you.

Filing: ACTION REQUIRED - EA to sign off that all of your E-filing has been done

Complete all your filing (to remove the clutter and enable you to find things in a rush).

Clear the Decks for Action Stations: ACTION REQUIRED – EA to sign off that your cube is clear of clutter

Clean your desk, empty your trays, throw out all rubbish, remove all stuff from the floor and shelves.

Little Things Count:

Find a stack of spare batteries & hide them with you camera (as you will take lots of photos and when things are busy you don't have to go looking for batteries or have them run out at a property) and make sure you have a UBD in your car, clean the junk out of the car (you will not get a chance for 2 months), put some For Rent signs and stakes in your car (as a vacant property costs you more money than it costs leasing), stock up on consumables (envelopes etc) in your cubicle so everything is at hand. Ensure you have the following –

- Spare camera batteries at your desk
- Updated UBD or Sav Nav in your car
- Made up For Rent signs in your car
- Charged drill in your car
- Hammer & screws etc in your car
- Car kit fully prepared in your car

Arrears: ACTION REQUIRED – Attach last 3 days of arrears reports to show KPIs are being achieved

Have them all on a shorter leash than normal.

Vacancy List:

First make sure that all your vacating properties are on the vacancy list – so that come the first day of peak season you are not putting properties onto the list for which you received a F13 the previous week. Second make sure that your properties which are on the vacancy list have the correct and best description and photos linked (as a vacant property costs you more money than it costs leasing).

Lease Renewals: ACTION REQUIRED – Attach a Console printout of your lease renewal view

All expiring tenancies in Jan/Feb sent expiry/F13 letter before January (to stop the tenants walking into the office in the middle of January and handing back the keys without notice)

Outstanding Accounts: ACTION REQUIRED – Attach a copy of the latest list produced by Admin

Action all outstanding accounts as per the latest spreadsheet (as they will be very old by the end of peak season and if the bond has been refunded or property sold you might end up paying for it yourself)

Management Keys: ACTION REQUIRED – List the date of your last reconciliation _____

Reconciled (goal is to have all keys on the board, or know where each missing set is located)

Saturday Team:

Have a meeting and decide how you will manage people in the office during the day (i.e. who can go out which day etc)

Team Approach:

Understand that your actions or inactions start a ripple effect that can cause a wave in other people days. EG - not calling owners about applications quickly will cause the applicants to be held up & any other potential applicant who want to look at the property to be held up - not to mention the office is affected with multiple calls from prospective tenants / applications contacting & e-mailing us. In January we are even more linked (eg An inspection officer not turning up on the Saturday) This will place a spanner in the works - as other people need to do their jobs & then all of sudden cover somebody else as well. If one wheel is out of balance it affects the whole prorentals.com.au vehicle.

Pink Trays: ACTION REQUIRED – EA to sign off that pink trays are actioned

Be quick to get applications approved - should be priority of GPMs day - but still ensure that good tenants are selected.

REACH Database:

App Tracker: ACTION REQUIRED – Iszabel to sign off that you are up to date

New Enquiries: ACTION REQUIRED – Kelsie to sign off that you are up to date

Owner Update Information: ACTION REQUIRED – EA to sign off that you are up to date

Smoke Alarm Summary: ACTION REQUIRED – EA to sign off that you are up to date up to the end of January

EOM:

If your leave includes EOM day then ensure you have giving instructions to your cover buddy on how to complete your compliance checklist & your EOM pay/bonus.

Duty To Report Potential Claims:

If you are away on the 26th of the month make sure you email the EA with any potential claims you may have, please email even if you have none.

Loss Sheet: ACTION REQUIRED – EA to sign off that December Loss Sheet is completed

If you are away on the 26th of the month make sure your loss sheet is up to date and has all the required information in it.