

TTT – 3rd March 2009

Questions and Comments on Busy Season:

Things that worked well:

- Showing your own properties on Saturdays
- Pre vacate calls
- Jeff and Nikki helping with lease renewal calls/ follow ups and photocopying lease documents etc..
- Leasing – did such a large amount of inspections over busy season
- Padlocks at the properties

Things that need improvement

- Would be good if we could create a task in console that would trigger you to make your pre vacate calls at the time of the lease expiry
- Find Good cleaners
- Find more tradies
- Applications Tracking
- Application time frame from when we receive them in the office to when they get to the property manager/ owner
- Sign-up video
- Have generic names for saved documents eg: Prorentals condition report
- Disk or photos of items in property (entry conditions, etc)
- Arrears Calls make 100% of all arrears calls
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General Comments:

- With the current recession the most important thing is to make sure your tenants are paying their rent- Make 100% of you arrears calls every day!
- We have the best Busy season ever!!
- Rent Arrears- there is an action plan set up in the tenant file daily record you information here and complete the task
- Owner updates- there Is an action plan set up In the owner file, use this to record your owner updates complete the action once the call is made.
- Prepare early for busy season
- Keep on top of things
- If unsure about anything ask questions.