

## Cube Review Questions

Show me your KPI list on your cube wall. Any questions?

Show me the Service Guarantee on your cube wall. Any questions?

Show me your internet home page – it should be the Prorentals Staff Only website. Show me how you would find a procedure on Arrears (should use Ctrl-F and click on link no need to close Find window).

Show me where you keep your blank New Enquiry forms.

Show me all the direct lines and mobile numbers of fellow staff members programmed into your mobile phone.

What do you say when a caller asks for another PMs mobile number? What do you say then they ask for your number?

Are you sitting on any applications? Do you have any applications that have been processed and given to you but not yet approved by the owner? Do you have any approved occupant applications that you need to process?

Do you have an ideal week plan?

When was the last time you actioned an item that you found from reading the Inspection Officers daily reports?

What was the last PI Insurance issue that you reported? Are there any you have not yet reported?

Have you completed your Induction Checklist?

→ (F10) can help

## **Portfolio Size: Achieve and maintain a portfolio of 200 properties**

How many properties do you manage? Open up REACH and show me.  
What is your guess for the percentage of these that you did the listing presentation, versus existing managements that were given to you?  
What is your plan to achieve your number one KPI and when do you plan to achieve it?  
Has your portfolio grown over the last month?  
What is our current new business promotion?  
Are you aware that we pay out management fees? Tell me how this works.  
How did your last listing presentation go?  
How many FTGMs have you got on the vacancy list? Show me in REACH.  
What was the source of these FTGMs?  
Are you taking over any properties from other agents?  
Are you working on any other leads? i.e. enquiry that you are trying to setup a listing presentation, listing presentation that you have done but not yet received the PAMD etc  
Are you able to show me what listing presentations you have done and the percentage that were successful?

### Trick Question

SETUP: What can we do without a signed PAMD? (Absolutely nothing)  
PUNCHLINE: Great, so how do you know you have a signed PAMD each of the properties in your portfolio?

Do you understand that if we do not have a signed PAMD on all of them that you are responsible? Have you checked the PAMDs on the properties that you were given or re-distributed? You must read all your PAMDs – old ones plus new ones – how do you propose to do this?

**Portfolio Losses:**

- 1. Lose zero properties via "mismanagement"**
- 2. Lose zero properties via "failure to let"**

Explain to me what we mean by "mismanagement" and "failure to let" and which properties they are referring to.

Show me the list of properties you lost last month.

What were the reasons behind these?

Are you aware of the penalty to the Leasing Manager regarding "failure to let", if so explain how it works.

What day / time have you allocated to check your properties on the vacancy list? Each week you need to go to the external Prorentals website (not REACH, not Internal website) and check price is correct (maybe it was ment to be reduced, maybe it should be reduced), check the photos are correct (maybe you have taken new ones but not yet linked them, maybe you should take new ones), check the description is correct (has anything changed since the last time we rented it?)

What day / time have you allocated to do your owner updates each week? This should be done just after you have checked the properties on the external website.

Show me an application you have recently approved. Now show me the documentary evidence that the owner has approved all the various terms of the tenancy agreement.

**Arrears:**

- No more than 1% of tenants greater then 7 days**
- No more than 10% of all tenants**

Explain to me how your arrears tray system works, by going through the lifecycle of an arrears issue.

Have you read the various website procedures on arrears management?

Do you always contact every tenant every day they are on the list?

At what stage do you notify the owner of the arrears problem i.e. when you issue a Form 11 or later?

Do you caution the tenant when a Form 11 has been issued so they do not get a shock when they open the mail?

What are the current arrears promotions for property managers and how do you qualify for a reward?

**Routine Inspections:**      **Inspect each property *at least* every 6-months as per Clause 8.10 of the Essential Terms and Conditions of the PAMD Form 20a, or more frequently if so requested by the owner up to the maximum permitted under the Residential Tenancies Act.**

When did you last do a management key reconciliation?

The organised PMs in this office do it once a month, because if you leave it longer than that the chance of recovering a missing key is low.

Have you scheduled all your routine inspections for the current deadline? Show me your runs.

How do you keep this list up to date with new and lost managements?

Have you printed your Form 9's? Have they been posted, if not how much in advance do you post them?

Did you include some Maintenance Request Forms and your Business Card with the letter to the tenant?

How do you give the owners an opportunity to attend the routine inspection?

What kinds of things do you look for on a routine inspection?

Show me some of your completed routine inspection reports.

Do you take photos and send them to the owner? Do you email these, or print them and post with the routine inspection report? Show me how you would print them.

Do you make a copy of the routine inspection report before you send it to the owner? Where is it filed?

Do you send the original or the copy to the owner?

**Maintenance:**

**1. Seek approval from the owner before exceeding the amount specified on the owner's PAMD Form 20a Appointment of Agent at section 6.3**

How do you check this? Are they in Console? Do you know about the Console Action-New Note feature? Do you always place this amount on every work order, regardless of if it is a quote or for a small item? Do you always get the owners approval in writing?

**2. Action maintenance items within 1 business day of request or receipt of owners' approval if required.**

Would you say you are achieving this? Do all your tenants have some Maintenance Request Forms? Do you encourage your tenants to fill them in, for example by completing one on the phone with them?

**3. Review on a monthly basis all outstanding work orders and fax a summary to tradesmen of all jobs outstanding for more then 30 days and note these on the EOM report.**

The organised PMs in this office would check this at least once a week. Show me your outstanding Work Orders and explain your tray system and the flow of documents i.e. do you print hard copies or fax electronically? How do you ensure that you do not pay an invoice twice? Do you record the invoice number on the Details page in Console?

**4. No outstanding accounts greater then 3-months.**

Show me your current Outstanding Accounts email.

**Vacate Inspections: Within 1 business day of tenant returning the keys**

Show me your vacate letter, preferably from a live file.  
Show me how you calculate the amount of rent up to vacate date.  
Do you make a pre-vacate call to the tenant? What do you say?  
What do you look for on a vacate inspection?  
How do you update the condition report?  
How would you ask a tenant to go back and clean again?

**Bonds refunded/claimed: Within 1 business day of vacate inspection or receipt of final tradesman invoice**

Show me your vacate files that are still outstanding.  
What items are you waiting on to finalise these files?  
Is the tenant aware of the reasons for the delay?  
Do you have any bonds that you have not yet claimed? Why?  
Are you aware that it is our office policy to claim the bond immediately upon vacating if there is any amount at all owing?  
How would you decide what amount to claim in this case?  
Regarding rental references for your vacated tenants, do you ever give out verbal references? Why is this bad? Do you ensure that you keep the reference and the signed authority to release the information? Where is this filed?

**Lease Renewals: Have 75% of all tenancies on fixed-terms.**

Show me in Console what percentage of your tenants are on fixed terms.  
Show me your documentary evidence that the owner has approved the periodic tenancies.  
Show me the standard letter in Console to be sent to owners with periodic tenancies.  
Show me your process for keeping track of lease expiries and offering renewals, including your standard letters to owners and tenants, and your tray system for follow ups.  
How do you ensure that you get the additional bond from the tenant when there is a rental increase?  
Which owners do you charge lease renewal fees? Why is this important even if you are not on the full system?  
Show me how you print a lease from Console.

**Listing Kit:**                    **Maintain at all times an up to date listing kit.**

Blow the dust of your listing kit and show it to me.

**REACH Database:**            **All properties to have photos and descriptions current as of the last vacancy, and maintain routine inspections and lease renewals.**

Any questions about the REACH database?

**Sales referrals:**              **Secure 25% of owner sales enquires.**

Why do you think this is important?  
Do you get a reward for doing this?

**Owner / Tenant referrals: Receive 5 x properties per year**

Show me the list of properties that have been referred to you by an owner / tenant in the last 12-months.

**Compliments:**                **Receive 10 x written compliments per year from owners or tenants.**

Show me your collection of compliments.

**"Thank you" Calls:**        **Make 20 x *proactive* "thank you for the business" calls each month to current owners, with the addresses noted on the EOM report.**

This is based on calling the owner just once per year. So if you have 200 properties that means 200 calls per year. Allowing for a couple of months worth of "busy season", that leaves 200 calls to be made in 10 months which is the 20 x calls per month or 1 x call per day.

Explain what we mean by a "proactive call" and why it is important to make these calls.

Show me the "Good News Call Script" on the internal website and read it to me.

**Complaints:**                  **Receive zero external formal complaints.**

What was the last complaint you received?

**Performance Caution: Receive zero internal Performance Cautions.**

Have you ever received an internal performance caution?  
What happens if you receive a few of these?  
Why do we do this?

**Workspace: Maintain at all times a clean and tidy workspace with all items sorted and folders / trays labelled. Keep bin free of spills/stains and empty office bins on request.**

What do you need to improve about your workspace?  
Do you require any additional stationary items?

**Saturday Evaluation: Achieve a rating of at least 7 out of 10 from the senior staff member on duty.**

Does your Saturday Commander provide you with feedback on your Saturday performance?

**Start Time: Be seated at your desk on or before the start time 95% of the time.**

How often would you say you are late?

**Voicemail Greeting: Have the correct voicemail greeting every time it is tested.**

How often would you say it is wrong?



## OTHER TOPICS

### **Record Keeping**

Show me in Console where you record your arrears actions.

Show me in Console where you record conversations with owners regarding maintenance

### **Training**

Do you require any training? Do you have any suggestions for training topics for the team?

### **Coverage**

How do you coordinate coverage with other members of your Saturday Team to ensure that during the week there is always one of you in the office?