



Interviewing a Property Manger

- How much experience does the manager have in property management? What types of properties have they been managing? Who will actually be handling your property?
- What state licenses or other credentials/ certifications does the Property Manager have?
- Does the Property Manager have errors-and-omissions and/or liability insurance?
- What are their hours of operation? Does the Property Manager have a 24 hour response time? What is their response procedure for after hours calls/emergencies?
- Did the Property Manager provide references? Call current clients – ask if the Property Manager responds in a timely manner, provides prompt, accurate reports, does what they say they'll do?
- What are the Property Manager's fees: are they a percent of rent? Are fees all inclusive, or will you be charged for copies, postage, etc? How are they billed?
- If the property is vacant or becomes vacant, will the manager get it ready for the next tenants to move in? What costs are involved in this?
- Will the Property Manager interview prospective tenants and show them the home? What screening criteria are used?
- Will the Property Manager advertise the vacancy for the owner? How and at whose expense?
- Will the Property Manager help the owner comply with fair housing regulations and other applicable local, state and federal laws?
- Will the Property Manager collect and deposit rent payments?
- What procedures are in place for handling late payments? How are eviction handled? What additional costs are involved?
- Is the management team qualified to handle bookkeeping and accounting?
- How much money will be the Property Manager be authorized to spend without prior authorization for the expenditure?
- What types of reports will the Property Manager submit and how often? When will Owner's funds be received each month?
- Will the manager inspect the property on a routine basis? What is involved in the inspection?
- Will the manager secure the property in the event of a disaster or emergency?
- Who will perform maintenance and repairs on the property?
- Who will shop for property and casualty insurance?