

10 SIGNS YOU NEED TO CHANGE YOUR PROPERTY MANAGER

How to identify a poor Property Manager



INTRODUCTION

Successful property investing starts when you buy a sound property that is well managed so it produces regular, reliable income, with maintenance and tenancy issues attended to smartly. When managed correctly, your investment property can become a sustainable long-term profit that grows over time.

Success doesn't usually happen by chance. Your property manager significantly influences the success level of your property. A great property manager will have the management skills and market expertise to ensure you remain informed and in control, but have minimal time input. In contrast, a poor property manager may not communicate or respond, may delay in organising maintenance, avoid maintaining market rent levels, and may be slow to let the property to good tenants. This results in more steps and time involved than necessary.

It's fundamental you're able to tell the good from the bad if you want your rental income and property value to be maintained and grow. With the help of this guide, we'll show you exactly what to look out for to determine whether you should consider switching property managers.

Rent Stays Put

The rental property market is constantly changing, and lucky for many property investors, rents have been on the increase over the past 6 months all over New Zealand - a trend that is likely to continue in the coming decade.

If your investment property's rent hasn't changed over the past 6 months then you should consider approaching another property management agency to get a free rental appraisal for a comparative rent value. This will give you a good understanding of what your property should rent for on the current market.

You Rarely Hear From Them

Every month your property manager should be sending you a detailed report showing your rental income and expenses related to your property. The report should list how much rent was collected, how much was deducted in property management fees and maintenance expenses, plus other relevant information.

These reports are fundamental to keeping you in the picture, and helping you understand the success level of your investment. Like clockwork, our team sends this email at the beginning of every month to ensure our owners are always in the loop.

They Only Offer Trade Me Advertising

Trade Me is a great platform for advertising rental properties, but with so many listings added every hour, your listing can easily get lost, reducing tenant enquiry, and causing you to potentially miss out on finding great, reliable tenants.

Along with advertising on Trade Me and the Quinovic website, we also promote properties directly to our tenant database of over 3,500 tenants actively searching the property market. Plus, we integrate flyers and oversize signs with our online strategy to draw more attention to the property and generate maximum enquiry so we can find the best tenant for the property.

You Don't Have Great Tenants

Tenant screening is a fundamental part of a property manager's role. A property manager shouldn't just put anybody into your property, a thorough screening process must be followed to get you a reliable tenant who'll pay rent on time and look after your property. Our Quinovic team carry out careful tenant selection, with all applicants triple reference checked and credit checked to make sure only the best tenants are selected.

Your Tenants Are Being Ignored

Great communication is key to keeping tenants happy and content, reducing tenant turnover, avoiding vacancy periods, and maintaining a constant rental income. People generally expect their enquiries and requests to be answered and resolved in a timely manner, if your property manager is constantly slow in communicating with you, they'll also be slow in dealing with tenant enquiries and following up on issues that require dealing with.

They Rarely Conduct Property Inspections

Conducting regular property inspections is crucial to ensuring your property remains in good condition, and that the tenants are taking good care of it. Plus, your insurance policy may require quarterly inspections. At these inspections, your property manager should provide a report on the property's condition, and what repairs are needed, if any.

A good property manager will conduct an inspection every 3 months, plus an inspection at the beginning of the tenancy and another at the end. When conducting the first pre-tenancy inspection we photograph the chattel to record pre-tenancing property conditions, even taking up to 500 photos per property.

They Have Poor Follow Through

An investment is like any other real estate, repairs need to be carried out every now and then to maintain the property. If these repairs aren't kept on top of, you risk causing significant damage and de-valuing the property.

It's important your property manager maintains a good relationship with tenants so they report any repairs required in the property, plus your property manager should be checking for any repairs needed during their regular property inspections.

Not only this, your property manager should be resolving these issues in a timely manner. If your property manager isn't on top of any repair work needed in your investment property, it may be time to change property managers before their negligence begins causing expensive damage to your property.

Compliance Issues

It's your property manager's job to keep up with law changes and ensure your property and their management remains compliant with New Zealand law. If you're starting to notice compliance issues, it's definitely time to look elsewhere for property management services before they get into trouble with the Tenancy Tribunal.

Poor Financial Management

Rental properties require comprehensive financial management to ensure your rental property remains profitable. Your property manager should be able to handle expenses such as rates, insurance, maintenance and other costs, while ensuring your property remains profitable by seeking the best rent for your property. If you don't believe your property manager is fulfilling this duty successfully, you may want to consider switching property managers.

They're Hard To Contact

Both you and your tenants should be able to easily contact the property manager. If not, issues can easily start snowballing in the near future, and can cause tenants to start calling you with their complaints if they have your contact details, plus it makes it difficult for you to stay up-to-date with your investment property.

Bottom Line

If after reading this article, you're not satisfied with the management of your investment property, or have a feeling something is wrong, it may be time to look elsewhere for a great property manager.

We are more than happy to provide free rental appraisals, plus she can provide customised advice on how to cost-efficiently increase your rental income.

If you'll like more information about our company and management systems visit our website

www.quinovic.co.nz for more details.

Information about this report: We (the property managers) have endeavoured to show all rents reported by all property managers and individual's as listed on publicly available sources for the mentioned period. We believe this information to be accurate, whilst all care has been taken, no representation on their own enquires. Properties displayed are only those which have been publicly listed and let by property managers within our company. We advise you seek independent advice on your area statistics if you are thinking about buying and renting an investment property.

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