



## Recommended Questions when Finding a Property Manager

- How many properties will my property manager oversee?  
*ACT Rentals caps their portfolio managers at 120 properties*
- How long have your property managers worked for your agency?  
*ACT Rentals is one of the only ACT property management firms that have not needed to hire or replace staff in the past 24 months.*
- How do you screen prospective tenants?  
*ACT Rentals provides you with the detailed application forms that will show you the depth with which we screen our tenants.*
- Do you outsource any property management tasks?  
*ACT Rentals does not believe in outsourcing any tasks as it affects quality and communication.*
- Can I speak with any of your current clients?  
*ACT Rentals can provide you with contact details of current clients as references.*
- Do you offer an online portal?  
*ACT Rentals offer two online portals, PropertyMe for the day-to-day management of your property, and Tapi for the management of maintenance*
- Can you handle bills such as rates and water?  
*ACT Rentals is more than happy to manage all utility bills relating to your property.*
- Do you charge a maintenance fee?  
*ACT Rentals do not charge a maintenance fee, we just pass on the trades invoice at cost.*