



What are the steps involved to change your property manager?

Step 1: Check your property management agreement.

It will set out:

- The length of the agreement (if any)
- The notice period you need to give if you are ending it early (usually 30 days)
- Any termination fees you have to pay – please contact our agency if there are termination fees as we may be able to sort something out

Step 2: Select your new property manager.

The first step is to ask family and friends for recommendations and check out business reviews as this is the most honest way of assessing a business' competency and customer service. They'll give you a good idea of what it's like to work with an agency.

Once you have a candidate in mind, we recommend meeting with them either virtually or in person.

Make sure you ask:

- How many properties with my property manager oversee? (ACT Rentals caps their portfolio managers at 99 properties)
- What are your fees? (In the interests of transparency, ACT Rentals has their fees available on their website)
- How often do you schedule open homes and what time of day are they held? (ACT Rentals offers 2-3 open times a week usually consisting of a lunchtime, after work, and a weekend)
- 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)
- 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)

Step 3: Sign an Agency Agreement with Your New Property Manager

From here, it's smooth sailing. Sign an agency agreement with your new property manager and ask them to notify your old agency and arrange with them all documents that require collection.

It is worth noting that some agencies may call you to confirm the handover is legitimate or to discuss the reasons with you that you are leaving and the termination period may not start until this conversation has occurred.

Can I change my property manager mid-lease?

Property managers can be changed at any point in time, whether that be during a fixed term lease, a periodic lease, when the property is being advertised, or while the property is vacant between tenants. It is worth noting that the tenancy agreement is tied to the property, not the managing agent and as such, all of the paperwork relating to the tenancy is collected by the new agent.

If your current property manager is not meeting your needs, contact us for more information about how we can help. We offer a wide range of property management services and can tailor a package to suit you.