

Role and duties of a property manager:

PROMINZ has formulated a set of industry standards for the benefit of all property managers.

This document should be shown to owners before they sign management documents to ensure both parties understand what you will and won't do.

Roles and Duties Property Managers Should Do:

1. Property Managers should first and foremost carry out the terms of the management documents with reasonable skill and diligence.
2. They should outline their qualifications, skills and experience so that the owner is in no doubt what they possess.
3. They will engage suitably qualified professionals to evaluate and undertake work on the property where necessary.
4. They should advertise for tenants, conduct background and previous landlord checks and credit checks on successful applicants selecting the best applicant on merit, demonstrating no discriminatory practices or decisions in line with the Human Rights Act.
5. They should conduct inspections at the tenancy premises on or about the date that it is due to be inspected. The inspection should be recorded in some way which is accurate, permanent and includes all necessary areas of the property. A copy of the inspection is to be sent to the client in line with the management documents.
6. Check all wet areas on every inspection, hot water cupboard, under the kitchen sink, under vanity basin, under laundry tub and around the toilet cistern, the bath and the shower.
7. They should possess and implement a rent arrears mitigation protocol which is in writing. It is also shown and explained to prospective tenants and owners.
8. They should make application to the Tenancy Tribunal in a timely manner where the need arises and resolution has not been possible by negotiation.
9. They should account to their client for rental monies collected in a manner consistent with the management documents.
10. They will personally escort viewings of the property with prospective tenants.
11. They will market the rental property on their company website or a third-party website or platform.

12. They will prepare a highly detailed and accurate commencement property condition report.
13. They will collect, bank and process all payments by tenants.
14. They will lodge the Bond with Tenancy Services within the required timeframe.
15. They will perform a highly detailed and thorough Vacating Property Condition Report.
16. They will release or process the tenants Bond after approval of the vacating inspection at the property in a timely manner.
17. There will be regular rent reviews based on current market comparable figures.
18. They will electronically bank the rent collected into the nominated account as agreed in management documents, and provide a fully detailed statement accounting for all such money and transactions

Roles and duties property managers Won't do:

1. We will not get involved in fencing disputes.
2. We will not look for or investigate any product or service which comes to the rental property underground.
3. We will not inspect the roof / ceiling cavity for any reason.
4. We will not inspect the Insulation for legal compliance.
5. We will not inspect the external surface of the roof, unless easily seen from the ground.
6. We will not inspect the sub-floor area unless it has a sealed floor and can be inspected standing upright and the basement constitutes part of the property for which management fees are paid.