

Portfolio Manager	Property Management Coordinator
<b>New management</b>	
Manage enquiry for new managements Appraise property Erect 'For Rent' sign Prepare property description Complete entry condition report Arrange necessary maintenance Arrange 'SHOW' times Provide feedback to owner Conduct 'SHOW' as arranged Call owner day after tenant move-in	Prepare management agreement Prepare management prospectus Manage 'For Rent' signs Upload remaining owner and property details Advertise property Assign keys to management system Photocopy keys Prepare owner/property file Prepare keys and necessary documents for 'SHOW' Contact prospective tenants
<b>New tenant</b>	
Process applications Negotiate new tenancy Sign-up new tenants Prepare entry condition report Track return of entry condition report Call tenant day after move-in Lodge bond within required timeframe	Upload data to software Prepare tenancy welcome pack Prepare tenancy agreement Prepare all required documentation Prepare and photocopy keys Prepare tenant file Manage prospective tenant enquiry
<b>Tenancy renewal</b>	
Assess tenancy renewals due Prepares STAT and analyze rent Call owner to negotiate renewal Email owner to confirm instructions Call tenant to discuss tenancy renewal Manage tenancy renewal to conclusion	Print renewal report Prepare TrackMates© Prepare tenant letter Prepare tenancy renewal Update details on computer Post copy to owner with letter File management copy
<b>Arrears</b>	
Contact tenants where necessary Contact owners where necessary Manage court hearing if and as required	Prepare arrears report Prepare and email breach notices Assist with preparation of court documents
<b>Property assessment inspections</b>	
Prepare order of inspections Ensure all properties are included in cycle Conduct inspections Prepare and email reports Issue breach notices as required Contact owner or tenant as required	Print 17-week inspection cycle report Prepare and email notice of entry as due Prepare keys for inspection
<b>Tenant requests</b>	
Negotiate, facilitate and manage all tenants requests	Assist with necessary administration

### Vacate

Negotiate tenant vacate instructions with owner	Prepare and post letters to owner and tenant
Negotiate required marketing with owner	Advertise property as required
Ensure property details and rent are correct	
Erect 'For Rent' sign	
Conduct vacate inspection	
Follow-up as required	
Finalize bond refund and outstanding matters	

### Maintenance

Process maintenance  
Follow-through to completion

### Lease break

Discuss policy with tenant	Prepare and email all required documentation
Advise owner	
Follow-through to completion	

### Contractor

Management contractor files  
Prepare 'Contractor Appointments' as required

### Audits

Weekly as assigned	Manage movement of keys audit daily
Monthly as assigned	Other daily as assigned
Quarterly as assigned	Weekly as assigned
	Monthly as assigned
	Quarterly as assigned