

Landlords/PMs “Rental Property Manager” Checklist.

In addition to the Rental Property Manager (be it owner landlord or a professional manager) being responsible for the placement tenants into a rental property, it is expected by the Body Corporate that rental property managers have sufficient property knowledge to be passed on to the incoming tenants. “Property knowledge” refers to knowledge of both the apartment complex as well as the apartment being tenanted.

The Body Corporate has no formal relationship individual tenants; the Rental Property Manager is responsible to ensure the Body Corporate’s requirements are complied with and tenancy information delivered to the facilities manager. To help with this, Administrate (2009) Ltd have a website as a resource for Rental Property Managers (and subsequently for tenant residents) to refer to.

Rental Property Managers Deliverables

☐ **Body Corporate Rules & Policies**

The Body Corporate Operational Rules “the Rules” form part of the tenant’s residential tenancy agreement and being a contract with the property owner, the Rules do need to be walked and talked through with the signing parties to ensure they have been clearly understood. In this day and age, it is ethically not acceptable to simply forward contract document to be signed & returned.

☐ **Notifications to the Body Corporate**

The Body Corporate Facilities Manager has a number of forms and documents to be populated and returned to the Body Corporate office prior to any residential tenants taking up a tenancy. Where made available, the webforms should be used to ensure completeness for:

- a) [Update of Tenant/PM Details](#) – For all residents contact details whether on the tenancy agreement or not.
- b) That the [Landlords / Property Manager Proforma Documentation](#) has been completed by the landlord/Property Manager, all tenants and signed by all parties. Confirms that all Body Corporate information has been passed to the incoming resident as well as a property induction has been given (car parks, rubbish rooms, apartment service, [water isolation, power isolation.] etc.)
- c) Notification of planned moving date/s and expected transport time, these notifications need to be received 3 - 5 working days prior to the move in to understand any moving conflicts as well as ensuring the moving process is understood, that the covers will be up and lift lock key can be issued.
- d) Any revisits to the apartment building because of late notice will be chargeable to the apartment owner and recovery of these costs from residents or property managers will be the owners responsibility.

☐ **All Hours Contact Details;**

- a) Ensure that the incoming tenants are clear who they call for apartment related assistance & problems (including lockouts being the property manager.)
- b) Differentiate clearly the duties of Body Corporate Facilities Manager and the Property Manager.