

Business _____ Location _____ Date _____

The agency and its service standards

Who the manual is for, the agency's service promises to owners and tenants, such as response times, and who owns and updates the manual.

Taking on a new property

The steps from signing the management agreement to being ready to lease, the documents and checks needed, and who does each one.

Listing and leasing

How a property is priced, marketed and shown, how applications are checked, and how the lease is prepared and signed.

Move-in

The condition report, keys, deposit lodgment, the welcome information given to tenants, and the deadlines your local law sets.

Rent and arrears

How rent is received and checked, and each step when it's late, from the first reminder to formal notices, with the timings.

Maintenance

How requests are logged, what counts as urgent, approval limits for owners, how trades are chosen, and how jobs are followed up and closed.

Routine inspections

How often properties are inspected, the notice given, the checklist and photo standard, and how reports go to owners.

Owners

How and when owners are updated, monthly statements, end-of-year reports, and how decisions and approvals are recorded.

Lease renewals and rent reviews

When renewals start, how rent reviews are worked out and agreed, and the notice periods that apply.

Move-out and deposits

Notices, the final inspection against the move-in report, keys, deposit claims and how disputes are handled.

Records and systems

Which system holds what, file naming, how long records are kept, and privacy rules for tenant and owner information.
