

TIPS LEARNED FROM THE BEST AGENTS

PROPERTY MANAGEMENT



1. CUT DOWN ON PHONE CALLS

Phone calls from tenants can be overwhelming.

Try to move all tenant maintenance requests to email (ask for a picture too), this can make it a lot easier to process.

A step further would be to create a form on your website for tenants to request a maintenance job.



2. MAKE THAT FORM A GOOGLE FORM

Do you ask tenants or fill in an application form, is it a physical form?
This adds unnecessary admin and steps to the process.

Change it into an online form using [Google Forms](#).

Not only is it easier to send (just email tenants a link), once filled in all
details are saved on a spreadsheet for you.

It's easy, [here](#) is how to set one up.



3. TENANT FAQs

Are you answering the same questions from Tenants over and over?

How should I pay my rent?

How should I request a reference?

Why not create an FAQ (frequently asked questions) section on your website?

See a sample FAQ section [here](#)



4. E SIGNATURES

Getting all Leases and Letters of Engagements e-signed streamlines the whole signing process.

It also makes tracking what is yet to be signed easy.

Here are some platforms you can check out:

[Adobe](#) / [DocuSign](#) / [Signable](#)



5. TYPING THE SAME EMAIL OVER AND OVER?

You don't need to! You should save these as canned responses.

[Here](#) is how to do this for Outlook or Gmail.

A step further get a CRM to automate all manual tasks, but to be fair I am going to say that 😊

