

Residential Property Management VA Tasks



TASK	Category
FOUNDATION TASKS	
Compliance check of portfolio documentation	Portfolio Compliance / Exposure Management
MOST COMMONLY OUTSOURCED	
Daily actioning, monitoring and follow up 6 Month advance notice of Lease Renewals per month to assist with vacation planning versus workload Automated lead generation process following successful lease renewal process completion End to end process including formulating RCMA's RCMA Creation Real time Management oversight of the process Tenant Water invoicing & follow up Affordability calculations Application follow up Calls i.e. missing documents ID follow up Reference checks & follow up TICA checks	Arrears Management Lease Renewals Lease Renewals Lease Renewals Lease Renewals Lease Renewals PM Admin Tenant Application Processing Tenant Application Processing Tenant Application Processing Tenant Application Processing Tenant Application Processing Tenant Application Processing
ESSENTIAL & ONGOING TASKS	
Smoke Alarm compliance management	PM Admin
Swimming pool compliance management	PM Admin
Window Furnishing/ corded blinds compliance management	PM Admin
TASK LIST	
Answering property enquiries Booking appointments Changing appointments Cross promoting properties PM enquiry Reception and/or Phone Overflow Reception Calls Responding to & vetting email Archiving past invoices Bank Reconciliation	Enquiry Management Enquiry Management Enquiry Management Enquiry Management Enquiry Management Enquiry Management Enquiry Management PM Admin PM Admin

Checking of overdue work orders	PM Admin
Creating inspection run sheets	PM Admin
Creating routine inspection schedules	PM Admin
Creation and sending of ADL forms	PM Admin
Creation of Condition reports	PM Admin
Creation of work orders (Smoke Alarms, window furnishings/swimming pool)	PM Admin
Creation, inputting PM schedule of Routine Inspections	PM Admin
Data Migration	PM Admin
Data Mining / Database creation & management	PM Admin
Form & Notice completion and dispatch	PM Admin
Print and send Ledgers and Statements	PM Admin
Rent Receipts	PM Admin
Sending out open house schedules via email	PM Admin
Sending Vacate Packs to tenants	PM Admin
Sign board management	PM Admin
Weekly Stock list creation & distribution	PM Admin
Document Conversion from paper to electronic	Portfolio Document management
Document naming & filing systemization	Portfolio Document management
Downloading and uploading files	Portfolio Document management
Online file management and organization	Portfolio Document management
Updating Records and Documents	Portfolio Document management
Social Media Updates	Social Media
Adding emailed testimonials into Website/Google reviews	Social Media
Prospecting	Business development
Listing presentation creation	Business development
Create/Edit Management Agreements	Business development
New Landlord Packs - Management agreement, order brownies as welcome gift with note, add property and owner to PropertyMe	Business development
New Tenants Packs (Create lease, body corp files, Form 17a, Pet Application, pool safety certificate, link to pre-tenancy commencement video	PM Admin
Type up Entry, Exit and Routine condition reports from audio/video files and type into correct format and uploading video to hosting website.	PM Admin
Insurance audit of owners, ensuring all landlords have current landlord insurance policies	PM Admin