



## HOW TO HIRE A Property Management Company

### Questions to ask a Property Management Company

#### INTRODUCTION

Here are some questions for you to ask a potential Property Management Company; as well as “how much do you charge?”

1. **How many blocks do you manage?**
2. **What is your fee structure?**
3. **How often does a representative from your company visit blocks you manage and check on how your contractors fulfil their obligations?**
4. **How good are you at quantifying the effectiveness of the service you will be giving us?**

One of the last things many Property Management Companies want you to do is quantify what they are doing – Cleaver Property Management insists upon it as a condition of doing business

5. **What is your philosophy on customer service?**

It is an interesting question and the most businesses do not have a set standard. So ask to see their client charter

6. **Will you be able to help with all our needs or will you need to go elsewhere for some services?**

Accommodating every one of your needs should be their primary aim



# Clever Property Management

## **7. Do you have testimonials from other satisfied customers?**

Once again, getting someone else's opinion is very useful

## **8. Do you have a proven process for Property Management?**

A planned approach that can be broken down into a modular programme is essential

## **9. What are your customer service commitments?**

If they are not committed to customer service and have not committed to it in the form of a customer service charter, strike them off your list

## **10. Are you fully insured and if so what insurance cover do you have?**

Insurance is not needed until something goes wrong and then it is essential. So you MUST ensure that any company who is going to manage your facility is adequately covered

## **11. Do we get a number of staff assigned to us who are directly responsible for our property?**

Essential! You need to know who is looking after you

## **12. Do you employ specialists?**

The company needs to employ people with specialist skills relevant to the service you will need to receive

## **13. Will you take the time to learn about us and our needs?**

They should and preferably by spending time with you and also through questionnaires and other means

## **14. How much input do you expect from us?**



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Do not expect a good Property Management Company to work in isolation – the best results will come from a joint effort

## **15. How comprehensive is your list of services?**

Make sure they have all the relevant services you need for your properties

## **16. What do you believe makes you unique?**

Watch out for vague clichés like “quality, value, commitment and service” – you want to hear something beginning with “only we can...”

## **17. Can I get in touch with previous or current clients?**

Any company will portray themselves as “outstanding” – the reality is not always the same, so asking to speak to their clients often provides good feedback

## **18. How do you deal with lessees in breach of their leases?**

## **19. What length of notice period do you require?**

So, there you have some questions that you might find useful in selecting a Property Management Company.

If you wish to ask Cleaver Property Management any of the above questions, please call us on **0844 499 3411**.

We would be happy to undertake a FREE review of your needs and answer any questions you might have.

### **Contact details and general information:**

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