



PROPERTY MANAGEMENT & REAL ESTATE OUTSOURCING TASKS

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1	Admin	Answer Phones and Schedule appointments
2	Sales/ BDM	Appointment setting for agents
3	PM	Arrears follow up with phone call
4	PM	Banking and Reconciliations
5	Admin	Blog & Content Writing
6	Admin	Bookkeeping - Accounts
7	PM/ Sales/ BDM	Client satisfaction surveys
8	PM/Sales	Coordinate letterbox drops with suppliers
9	BDM/ Sales	Coordinate marketing with contractors
10	PM	Coordinate vacate packs
11	BDM/ PM	Contact IRE tenants not registered and arrange inspections
12	BDM/ PM	Contact IRE tenants waiting and arrange inspections
13	BDM/ PM	Contact tenants after an inspection to follow up and get feedback
14	BDM/ PM	Create and send local information packs
15	PM/ BDM/ Sales	CRM maintenance
16	BDM/ PM	Cross sell similar rental properties/ inspections
17	PM/ BDM	Data Entry from Application forms to CRM and PM software
18	BDM/ Sales	Data mining/ lead generation for new properties and mail merges for leased your property
19	Admin	Debt Collection Services - Accounts
20	PM/ BDM/ Sales	Electronic filing of documents
21	BDM /Sales	Email Marketing Campaigns
22	PM/ BDM/ Sales	Ensure links for inspectrealestate.com.au are uploaded
23	PM/ Sales	Enter Open home times into Portal Pushers
24	PM	Follow up outstanding maintenance with contractors & communicate with tenants/ generate and send entry notices if required
25	PM	Follow up payment of Water invoices

26	PM/ BDM	Follow up references by phone on applications
27	PM/BDM	Generate and populate weekly owners reports for properties advertised
28	PM/ BDM	Generate and Send Entry Notices for Open Homes & Routine Inspections
29	PM	Generate and Send Water Invoices
30	BDM/ Sales/ PM	Generate CMA's
31	PM/ BDM	Generate Management Appointment documents and follow up outstanding compliance documents
32	PM/ BDM	Generate sign up packs
33	Admin	Landlord Newsletters
34	PM	Lease Renewals - generating, sending and following up return of documents.
35	PM/ BDM/ Sales	Load listing copy
36	PM/ BDM/ Sales	Maintain listings on portals
37	PM	Manage maintenance, work orders and complete invoicing
38	PM/Sales	Manage marketing, signage delivery & removal
39	PM/ BDM	Manage Rental enquires from IRE or inbound call scheduling inspections and arranging entry with tenants
40	PM	Monitor & Maintain Smoke Alarm, Pool Safety, Tradesperson and other compliance registers
41	PM/ BDM	Montage Videos for Rental Listings
42	PM	Notify cleaners of vacating tenants
43	PM/ BDM/ Sales	Open for Inspection Marketing Campaigns
44	Sales	Organise delivery of gifts for buyers, clients and tenants
45	PM/Sales	Past Client follow up
46	Sales	Populate weekly vendors reports
47	PM/ BDM	Process Applications including following up reference by phone
48	BDM / PM	Rental Marketing Campaigns
49	PM/ Sales	Resizing and Watermarking photos for Real Estate portal Listing/ marketing
50	PM	Schedule Rental Inspections
51	PM	Schedule Routine Inspections & remind tenants of upcoming inspection by phone

52	Admin	SEO Compliance
53	Admin	SMS Marketing Campaigns
54	BDM/ PM/ Sales	Social Media (Facebook, Google+, LinkedIn, Twitter, Instagram)
55	BDM/ PM/ Sales	Social Media Marketing Campaigns
56	PM	Tenant birthday/ email and SMS
57	Admin	Tenant Newsletters
58	PM	Tidy up Routine Inspection reports & have ready for sending by property manager
59	PM/ Sales/ BDM	Update company website with Listings and content.
60	PM/ BDM	Upsell utilities connections & value added services
61	BDM/ Sales	Upsell value added services to current database - Accounting
62	PM	Upsell value added services to current database - Bond Cleaning
63	BDM/ Sales	Upsell value added services to current database - Conveying
64	BDM/ Sales	Upsell value added services to current database - Financial Planning
65	PM	Upsell value added services to current database - Handman Services
66	BDM/ Sales	Upsell value added services to current database - Mortgage Broking
67	BDM /Sales	Upsell value added services to current database - Referral partners in local community
68	PM	Upsell value added services to current database - Removalist
69	PM	Upsell value added services to current database - Insurance
70	BDM /Sales	Work the sales funnel with marketing campaigns
71	Admin	Writing and Creating Newsletter campaigns

Click on the link below to check out our real client case studies.

[CLICK HERE](#)

For more information on how Outsourcing can work in your real estate agency, call Damien on **0422 540 909 / (07) 3144 1668** or email damien.barnett@affordablestaff.com.au