



**GOODDOORS**  
PROPERTY MANAGEMENT

## Checklist for Interviewing a Residential Property Management Company

### Experience and Credentials

**What is your company's history and track record in property management?**

- *Why ask:* To assess their longevity and success in the industry, indicating reliability and experience.

**Do you have any case studies or testimonials from previous clients?**

- *Why ask:* Real-life examples and client feedback can provide insight into their performance and customer satisfaction levels.

### Specialization

**Does your company specialize in residential property management, or do you also manage commercial and condominium properties?**

- *Why ask:* To determine if their services and expertise are focused on your type of property, which can affect their effectiveness in managing your investment.

### Comprehensive Services

**Could you detail the full range of services you provide?**

- *Why ask:* To understand exactly what is included in their management fee and what might incur additional charges.

**How do you approach tenant screening and leasing?**

- *Why ask:* Effective tenant screening is crucial for securing reliable tenants and minimizing turnover and vacancies.

**What is your process for addressing maintenance requests and repairs?**

- *Why ask:* Timely and efficient handling of maintenance issues is essential for tenant satisfaction and property upkeep.

## Communication Practices

### **How does your company handle communication with property owners and tenants?**

- *Why ask:* To ensure there are clear and effective lines of communication, which is key for a successful partnership and property management.

### **How frequently do you provide updates or reports on properties?**

- *Why ask:* Regular updates will keep you informed about your property's status and financial performance.

## Financial Management and Costs

### **What are your fee structures, and how does your financial management service benefit property owners?**

- *Why ask:* To understand all potential costs and how their services aim to maximize your investment's profitability.

## Legal Compliance

### **Can you explain your process for staying updated and compliant with all local property laws and regulations?**

- *Why ask:* Ensuring legal compliance is crucial for avoiding fines and legal issues, protecting both you and your tenants.

## Tenant Relations

### **What methods do you employ to maintain positive tenant relations?**

- *Why ask:* Good tenant relations can lead to longer tenancies, fewer vacancies, and overall better investment returns.

### **What is your procedure for lease renewals or terminations?**

- *Why ask:* To understand how they manage these critical points in the tenant lifecycle, affecting your property's occupancy rates.

## Vacancy Management

### **What strategies do you employ to minimize vacancy periods?**

- *Why ask:* To ensure they have proactive measures in place for keeping your property rented and generating income.

#### **How do you market vacant properties?**

- *Why ask:* Effective marketing strategies are essential for attracting quality tenants quickly.

## Contract Terms

#### **What are the key terms of your management contract?**

- *Why ask:* To be clear on the agreement's duration, termination clauses, fees, and services provided, avoiding any surprises.

## Technology and Innovation

#### **What property management software or technologies do you use?**

- *Why ask:* To understand how they leverage technology for efficiency, transparency, and communication. It can also indicate their commitment to staying current with industry best practices.

#### **How do tenants and owners interact with your technology platforms?**

- *Why ask:* Ensures ease of access to important information, such as financial statements, maintenance requests, and communication logs.

## Emergency and Risk Management

#### **How do you handle after-hours emergencies?**

- *Why ask:* To gauge their responsiveness and preparedness in handling urgent issues that could affect your property's integrity and tenant safety.

#### **What is your approach to risk management and insurance claims?**

- *Why ask:* Understanding their process for mitigating risks and handling potential insurance claims is crucial for protecting your investment.

## Staffing and Internal Processes

#### **Can you describe the qualifications and experience of the team who will manage my property?**

- *Why ask:* To ensure that experienced professionals are overseeing your property, which can affect operational efficiency and tenant satisfaction.

## Performance Metrics and Reporting

**How do you measure and report on property performance and service quality?**

- *Why ask:* To ensure there are quantifiable metrics in place for evaluating the success of their management and that these insights are regularly shared with you.

## Additional Services

**Do you offer any additional services beyond the standard property management package?**

- *Why ask:* Sometimes, companies offer value-added services such as renovations management, legal advice, or investment consulting, which could be beneficial.

## Alignment with Investment Goals

**How do you tailor your services to meet an owner's specific investment goals?**

- *Why ask:* To determine if they are flexible and proactive in aligning their management strategies with your long-term financial and operational objectives.