



INVESTOR SURVEY

At Stacey Lee Realty we take the management of your property very seriously. Our Investor’s needs are important to us and it is our focus to always meet those needs.

When engaging a Managing Agent to manage your investment, we understand that the decision will be based on the benefits the Agency can provide to you as an investor. We also understand that research may be involved to select your property manager. With this in mind we have provided you with a survey below with important questions for you to ask all agents you contact, which will enable you to compare managing agents effectively.



Put us to the test too! We are confident you will find that whilst our agency may not be the cheapest in town, we do deliver what we promise and we are proactive in meeting our Investor’s needs – we guarantee it!

QUESTIONS TO ASK PROSPECTIVE MANAGING AGENTS FOR COMPARISON OF SERVICE	STACEY LEE REALTY	Other Agent A	Other Agent B
Who will be my point of contact in the office as the manager of my property?			
Is the office task-based or portfolio? Please explain your internal procedures, from letting to managing to ending a tenancy.			
What is the average length of time working in the industry per property manager? And how long does your staff stay at your office (what is staff turnover like)? (This is good to ask as it ensures you know if there will be continual care and management of your property.)			
Which websites would be used to promote my property?			

Are prospective tenants given keys to inspect properties without the agent?			
What is the agency's occupancy rate (ie percentage of properties rented)?			
What is the agency's average vacant days on market (ie average length of time a property is vacant between tenancies)? Compare this to vacancy rates to see if this is due to demand or management of the property. Vacancy rates and median rents available at: http://www.rta.qld.gov.au/Resources/Median-rents/Vacancy-rates-data.aspx or ask me to email this to you.			
Are applicants for tenancy required to provide 100 Points of ID when applying for a rental property?			
Does the agency have access to a Tenancy Database to process prospective tenant applications?			
Are full reference checks from all applicant's previous and current Lessor's, referees and employment conducted prior to contacting the Lessor for approval?			
Does the Agency have a Rent Arrears Procedure which is actioned every business day? Can they supply you with a copy?			
Can the agency show you the percentage of tenants in rent arrears?			
Does the property manager invite the owner to routine inspections?			
Do they take photographs at inspections and provide a written report to the owner after each inspection?			
What is their procedure for lease renewals or ending a tenancy? Do they give you enough notice time and provide a current rent analysis to ensure they are receiving maximum returns for your property?			
Does the agency have documented Policies and Procedures which will assist the staff to manage your property?			
How often does staff attend in-house, corporate, or public training to keep them up to date with legislative changes and best practice management?			

<p>Is the Agency a member of Real Estate Institute of Queensland and currently an Accredited Agency? Has each relevant staff member completed annual CPD training to date?</p>			
<p>Finally, is the agency so confident they are going to manage your investment property as they claim in the initial presentation, that they are prepared to offer a written money back 'Service Guarantee'?</p>			

Disclaimer – This information is supplied for the recipient only and is for use as a guide only