

What to Expect - and What to Ask From Your Property Manager

It may sound like a cliché, but a great property manager does far more than collect rent and organise maintenance.

Your property manager should be your eyes and ears on the ground, your advocate, your risk manager and your strategic partner. While every property journey is different, there are a few things every owner should expect from a professional property manager.

How often should I hear from my property manager?

Communication should never feel like you're chasing updates.

You should expect regular communication throughout the tenancy, particularly when there are important decisions to be made, maintenance matters requiring approval, lease renewals approaching, rental reviews due or changes in legislation that may impact your investment.

At Podium, we believe communication should be proactive, transparent and solutions focused. If something affects your property, you should know about it.

What should my property manager be managing?

Property management is much more than rent collection.

Your property manager should be responsible for:

- Proactively managing your asset
- Managing tenant relationships
- Coordinating maintenance and repairs
- Monitoring rental arrears
- Conducting routine inspections
- Keeping you informed of legislative changes
- Reviewing rental performance
- Identifying opportunities to improve returns
- Helping minimise risk and vacancy

Ultimately, our role is to help ensure your property performs as effectively as possible while reducing the stress and time commitment required from you.

How often should rent be reviewed?

Your investment should never be left on autopilot.

Rental markets move constantly and what was appropriate 12 months ago may no longer reflect current market conditions.

A good property manager should assess comparable properties, local demand and market movements to identify opportunities for rental reviews when appropriate.

The goal isn't simply increasing rent for the sake of it. It's ensuring your property remains competitively positioned while delivering strong longterm returns.

Each State and Territory has slightly different rules and legislation around this, so speak to your property manager for information specific to your investment.

What should I expect from routine inspections?

Routine inspections are about more than taking photos.

They provide an opportunity to assess how the property is being cared for, identify maintenance concerns before they become larger issues and ensure any potential risks are addressed early.

Following each inspection, you should receive a clear report outlining the property's condition, any recommendations and any actions that may be required.

Preventative maintenance is almost always more cost effective than reactive maintenance.

How should maintenance be handled?

Maintenance shouldn't be treated as a transaction.

A good property manager will help prioritise repairs, obtain quotes when appropriate, coordinate trusted contractors and keep both you and your tenants informed throughout the process.

The objective is to protect the property, maintain tenant satisfaction and minimise disruption while ensuring value for money.

Many expensive property issues begin as small maintenance concerns that could have been addressed earlier.

What should I expect when a lease is approaching expiry?

Lease renewals should never come as a surprise.

Prior to lease expiry, your property manager should assess market conditions, discuss your goals and provide recommendations regarding rent reviews, lease terms and renewal options.

This gives you time to make informed decisions and helps reduce vacancy risk by planning ahead.

Should my property manager help me think strategically?

Absolutely.

Property management isn't just about managing today's tenancy. It should also support your longterm investment goals.

A great property manager should help you understand your property's performance, identify opportunities to improve returns, discuss potential upgrades, highlight market trends and provide guidance that supports your broader property strategy.

Whether you're building a portfolio or simply looking to maximise the performance of a single investment, strategic advice can have a significant impact over time.

What should I ask if I'm unsure my property is performing well?

Some of the most valuable questions you can ask include:

- Is my rent still aligned with the market?
- Are there improvements that could increase rental return?
- What preventative maintenance should I be planning for?
- Are there any risks I should be aware of?
- How does my property compare to similar properties nearby?
- What opportunities exist to improve longterm performance?

A proactive property manager should be able to answer these questions confidently and provide recommendations backed by experience and market knowledge.

The Podium Approach

At Podium, we see property management as a partnership.

Our role extends beyond collecting rent and coordinating maintenance. We're here to help protect your investment, support your tenants, reduce risk and provide guidance that helps your property perform at its best.

Because successful property investing isn't built on one decision. It's built on hundreds of small decisions made consistently over time, with the right people in your corner.