

Kick starting a Property Manager Interview

You understand the role back to front and inside and out, you've been doing it for years. What happens though when it's time to interview? You freeze or ask all the wrong questions. Here are a few insights into what you can ask, to find out what you really need to know. CAN they do the job? WILL they do the job? Do they FIT into my organisation?



1. How many properties do you have experience managing? Were they geographically located in the same area or spread out?
2. Was it just a residential portfolio or do you have experience managing commercial/retail/industrial space?
3. What is the standard of properties like in your portfolio?
4. Did you do your own open homes and application processing for new tenants or did you use a leasing consultant?
5. Did you carry out the rent reviews and lease renewals for your portfolio?
6. Did you have a repairs policy? As in did everything have to be in writing and have contact made by COB that day
7. Did you collect rent? How do you manage arrears? Talk me through the process you implement to ensure arrears are to a minimum
8. How long do you take to conduct a Periodic Inspection, Ingoing and outgoing. Do you do them manually or do you use an Ipad?
9. Do you have any trust accounting experience? Have you ever run end-of-month report? If not, is it an area of property management you wish to gain experience in?
10. Have you ever attended tribunal? If so what was the reason and outcome
11. What software programs have you used before?
12. Do you have any new business experience? Are you required to follow up on potential leads and conduct appraisals or has there been a Business Development Manager in your team? What prospecting techniques have you used before?

13. Did you complete “no reason” or cold calls as part of a KPI?
14. How do you avoid getting burnt out? What area of Property Management appeals to you least?
15. How do you educate your landlords and tenants about tenancy changes?
16. How do you manage your time and ensure you are liaising with your landlords and tenants on a regular basis?
17. How do you maintain your CPD points? Does your current office ever send you to Property Management seminars/conferences?
18. How do you keep your keys organised?
19. Would you prefer to manage a smaller portfolio of properties yourself or a larger portfolio with leasing support? In your previous positions how was the Property Management team structured?
20. Do you work in a paperless office?
21. Describe your ideal office environment to me. Are you seeking employment with a company of a particular size?
22. What is the most rewarding experience to date in your career? Tell me about a testimonial you have received before from a landlord or tenant
23. Are you focusing on a career in Property Management or do you have aspirations to get into Sales, or Commercial Leasing/Property Management?
24. Why do you want to move companies?
25. What do you want from your next employer that you have in your current business?
26. What do you want from your next employer that you do not currently have?