

We individualise our communication methods to suit your style.

We customise our service to meet your needs and understand every investor wants their property managed in a different way. Some are more hands on, some prefer to leave the day to day running to us and others are somewhere in the middle.

Let's talk - often



You trust us, but also want regular contact to confirm all aspects of your property investment are on track. After all, it is an integral part of your financial future.

- You want calls frequently
- You want detailed email updates
- You may like to attend routine or final inspections

Chat to me – but only when it's decision-time!



You want us to contact you if there's a really big issue to discuss – but you know we'll take care of everything else.

- You don't need face to face contact
- You want SMS updates
- You only want phone calls for important discussions

Let's talk regularly, but not frequently!



Aside from our standard service contacts, you would like us to check in with you every now and then, just for peace of mind.

- You want email updates
- You want phone calls for important discussions
- You may not want to hear from us at all

Let's decide together how we communicate about your property

How frequently would you like us to update you on progress when your property is on the market?

- As soon as you have news
 - At the end of each day
 - At the end of each week
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When should we contact you to approve repairs or maintenance work?

- Always contact me
 - When it costs \$100+
 - When it costs \$300+
 - When it costs \$500+
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How frequently would you like us to update you when repair or maintenance work is being undertaken?

- As soon as it has been completed
 - At the end of the day
 - At the end of the week
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When do you prefer us to contact you?

- Monday
 - Tuesday
 - Wednesday
 - Thursday
 - Friday
 - Any week day
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What is the best time of day to contact you?

- Morning
 - Afternoon
 - Anytime
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What is your preferred method of communication?

- SMS
 - Email
 - Phone call
 - Face to face (where possible)
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