eUmeco

A PRACTICAL GUIDE FOR SYDNEY INVESTORS

7 questions

every property investor should ask their property manager



Clear conversations. Informed decisions.

You. Me. A Great Property Experience.

eumeco.com.au | Free investor resource | October 2026

START HERE

Your property deserves a clear conversation.

You do not need to know every property-management term to ask good questions. Start with the things that affect your experience: who you can reach, how decisions are made and what happens next.

Use this guide when choosing a manager, reviewing your current service or preparing to switch. Ask the same questions of each agency, request examples and write down the answers. A clear process is more useful than a broad promise.

The seven questions

01 Who will actually look after my property?

02 How do you build relationships with renters?

03 How do you handle maintenance and urgent issues?

04 How do you review rent and manage vacancy?

05 Who visits my property, and how are inspections done?

06 What will I pay, and how will I track the money?

07 If I switch, what happens next?

MAKE IT PRACTICAL

Choose the three questions that matter most to you. Bring one example of something that is working well and one thing you would like to improve.

This guide helps you prepare questions. It does not assess a particular agency, guarantee an outcome or replace advice about your own agreement or circumstances.

QUESTIONS 01 + 02

People and communication

01 Who will actually look after my property?

Know who is responsible for the everyday work, and who steps in when they are unavailable.

- Who is my main contact, and who covers leave or urgent matters?
- Which tasks are handled by that person and which by the wider team?

ASK TO SEE

A contact and escalation list, plus a simple outline of who handles leasing, maintenance and accounts.

02 How do you build relationships with renters?

Ask how the manager listens to renters, treats them respectfully and keeps both you and them informed.

- How do you welcome renters, understand their concerns and build an ongoing relationship?
- Who can renters contact, and how are complaints or difficult conversations handled?
- What updates and response times can we both expect, and who follows up unresolved issues?

ASK TO SEE

A renter welcome guide and communication plan, plus a de-identified example of how a concern was followed through to resolution.

QUESTIONS 03 + 04

Care and rental performance

03 How do you handle maintenance and urgent issues?

A useful maintenance process explains how a request moves from first report to completed work.

- How are urgent and routine repairs assessed and prioritised?
- When are quotes or my approval needed, and how is completed work checked?

ASK TO SEE

A sample maintenance record showing the issue, approval, cost and completion. Agree on an after-hours contact and spending authority.

04 How do you review rent and manage vacancy?

A rent recommendation should have a clear basis and take the property, market and tenancy into account.

- Which comparable properties support your rental estimate?
- Who personally shows the property: my manager, a leasing team member or a contractor? How well do they know it?
- How will viewing feedback, enquiry and applications shape the leasing plan?

ASK TO SEE

A rental assessment and leasing plan identifying who hosts viewings and reports back. Ask how proposed rent changes are checked against current NSW requirements.

QUESTIONS 05 + 06

Useful reporting. Clear costs.

05 Who visits my property, and how are inspections done?

Find out who actually sees the property and how observations become a report and a follow-up plan.

- Who attends routine inspections: my manager, another staff member or a contractor? Are they in person or remote?
- What frequency, checklist and photos are used? How are renter concerns, access and privacy handled?
- Who reviews the findings, explains concerns to me and follows repairs through to completion?

ASK TO SEE

A de-identified report naming the inspector, visit date, observations and actions. Confirm which specialist checks sit outside the manager's scope.

06 What will I pay, and how will I track the money?

Compare the overall service and total expected costs, not just one headline percentage.

- Which management, leasing, renewal, advertising and other charges apply, including GST?
- When are funds paid to me, and how are arrears, invoices and unexpected expenses reported?

ASK TO SEE

A complete written fee schedule and a sample statement. Ask for a worked cost example for your property, with any assumptions clearly stated.

QUESTION 07

A considered switch

07 If I switch, what happens next?

Start with your existing management agreement. The required notice, any fees and the timing depend on its terms and your circumstances. [1]

- Who checks the agreement and confirms the steps before notice is sent?
- Who coordinates records, keys, funds and communication with the renter?

ASK TO SEE

A written transition plan, including responsibilities, dates and any charges. Changing the managing agent is not the same as ending the renter's tenancy.

Four things to confirm

Review. Check your current agreement and obtain advice if a term is unclear.

Agree. Confirm the new service, fees, authority and proposed start date.

Transfer. Plan the handover of keys, tenancy records, reports and outstanding matters.

Reconnect. Confirm who the renter contacts, how rent is paid and your first update.

A smooth handover depends on coordination. Do not assume a transfer is immediate, free of charge or requires the renter to move out.

KEEP THIS PAGE

Your conversation checklist

Use this page to compare answers. An unclear answer is a prompt to ask more, not a score or a verdict.

Property / suburb: _____

Agency / contact: _____

Topic	Clear	Follow up	Not asked
Named contact and backup	☐	☐	☐
Renter relationships and updates	☐	☐	☐
Repairs and after-hours process	☐	☐	☐
Rental evidence and viewing host	☐	☐	☐
Inspector, method and follow-up	☐	☐	☐
Full fees and financial reporting	☐	☐	☐
Transfer terms and handover plan	☐	☐	☐

My priorities and questions to follow up

Next action / agreed date: _____

YOUR NEXT STEP

Let’s talk about your property.

Bring your questions, your plans and anything you would like to improve. A conversation with eUmeco can help you explore your options and decide what feels right for you.

You can share your property’s suburb, current situation and the questions that matter most. There is no need to have every document or answer ready before you get in touch.

Book My Property Chat

0473 799 973

connect@eumeco.com.au

Explore investor resources

Thinking of switching? Read the guide online

You. Me. A Great Property Experience.

Helpful official reading

[1] NSW Government: Managing a rental property

[2] NSW Government: Rental property maintenance responsibilities

[3] Moneysmart: Buying an investment property

Prepared 17 October 2026. General educational information only; not legal, tax or financial advice. Check current NSW requirements and your own agreements, and seek qualified advice where needed. Examples of documents to request are suggestions, not a promise that every service is included.

Contina Pty Ltd trading as eUmeco Property
ABN 78 684 974 230