

A woman with long dark hair, wearing a tan sleeveless blazer and matching skirt, stands on the stone steps of a house. She is holding a white flag with a rainbow stripe at the top and the word 'Open' written vertically in black. The background shows a house with white siding and a dark door.

# Level Up Your Rent Roll

WITH **CATHIE CRAMPTON**

# Level Up Your Rent Roll in 2026

From reactive property management to structured, scalable growth.

## Where are you today?

How many properties per PM?

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How many hours are spent on admin vs landlord relationships and retention?

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What tasks are repeated weekly?

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Where are delays happening?

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What is breaking when you try to grow?

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## Where do you want to be?

What would your team look like if your PMs only focused on high-value work?

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What would you and your team delegate first if you had the right support?

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What does a career path in your business look like today?

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## Your 90-Day Plan

Month 1: Identify Bottlenecks

Month 2: Implement structure

Month 3: Introduce support

*What will you stop doing? What will you systemise? What will you delegate?*

**WHAT GOT YOU HERE, WON'T GET YOU THERE. ”**

## What a Remote Professional Can Do

### Maintenance

- Manage incoming maintenance requests
- Assess issues using the SBAR framework
- Coordinate quotes, work orders, and job updates
- Ensure timely completion and invoicing of maintenance tasks
- Communicate with tenants and landlords regarding maintenance matters

### Lease Renewals

- Prepare lease renewal recommendations
- Communicate with tenants and landlords regarding lease terms and agreements
- Update records and reports following lease renewals
- Notify trust accounting or admin teams of rent adjustments

### Arrears Management

- Monitor and manage tenant arrears
- Communicate with tenants and landlords regarding arrears
- Initiate breach processes and communicate accordingly
- Coordinate actions in line with legislation and business guidelines
- Flag high-risk tenants or repeat offenders for PM escalation
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### Vacate Process

- Manage the vacate process, including documentation, communications, and applicable invoicing
- Coordinate exit inspections and property handovers
- Handle bond refund processes and utility arrangements
- Ensure compliance with relevant regulations and business procedures

### Court & Insurance

- Organise documentation and correspondence for legal and insurance matters
- Follow up on missing or incomplete documentation
- Set deadlines for tasks and manage communication follow-ups
- Complete application forms in QCAT or NCAT portals for PM review and submission

### Change of Tenancy

- Coordinate paperwork and communications between tenants, landlords, and relevant parties

### Inspection Scheduling

- Manage inspection scheduling and inspection runs
- Coordinate inspections based on due dates and property status
- Contact tenants via SMS, email, or phone to confirm inspection appointments
- Attach inspection time and tenant confirmation notes to tenant files
- Update confirmed inspection times in the CRM calendar or inspection app

### Tenant & Trade Communications

- Respond to enquiries from tenants and trades
- Coordinate entry notices and document sharing
- Log all incoming correspondence in PropertyMe or Property Tree consoles
- Update tenants on work order progress, scheduled inspections, or pending approvals

### Pet Application Process

- Coordinate approvals and communications between tenants and landlords
- Confirm receipt of all required documentation, including pet photos, vaccination records, and references



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