



THE OFFSHORE PM TASK LIST

FROM 0 TO 3,000 MANAGEMENTS IN 5 YEARS with Natalie South

TASKS YOUR REMOTE PROFESSIONAL CAN DO

Maintenance	Lease Renewals	Arreas Management
Manage incoming maintenance requests.	Prepare lease renewal recommendations.	Monitor and manage tenant arrears.
Utilise SBAR rule for assessing issues.	Coordinate lease renewal paperwork and follow-ups.	Communicate with tenants and landlords regarding arrears.
Coordinate quotes, work orders, and job updates.	Communicate with tenants and landlords regarding lease terms and agreements.	Initiate breach processes and communicate accordingly.
Ensure timely completion and invoicing of maintenance tasks.	Update records and reports following lease renewals.	Coordinate actions per legislation and business guidelines.
Handle communication with tenants and landlords regarding maintenance.	Notify trust accounting or admin team of rent adjustments.	Flag high-risk tenants or repeated offenders for PM escalation.
Vacate Process	Court & Insurance	Change of Tenancy
Manage vacate processes including documentation, communications & applicable invoicing.	Organise documentation and correspondence for legal and insurance matters.	Facilitate the change of tenancy process.
Coordinate exit inspections and tenancy handovers.	Follow up on missing or incomplete documents.	Coordinate paperwork and communications between tenants, landlords, and relevant parties.
Handle bond refund processes and utility arrangements.	Set deadlines for tasks and communication follow-ups.	
Ensure compliance with relevant regulations and business procedures.	Complete application forms in QCAT/NCAT/VCAT portals for PM review and submission.	

Housemark have grown from **0 to 3,000** managements in under 5 years - with no sales team or traditional cold calls.

Here's how to structure your **offshore team** to scale faster, with less chaos.



TASKS YOUR REMOTE PROFESSIONAL CAN DO

Inspection Scheduling

Manage inspection scheduling and runs.

Coordinate inspections based on due dates and property status.

Contact tenants via SMS, email, or call to confirm inspection appointments.

Attach inspection time and tenant confirmation notes to the tenant file.

Update confirmed inspection times in the CRM calendar or inspection app.

Tenant & Trade Comms

Respond to inquiries from tenants and trades.

Coordinate entry notices and document sharing.

Provide relevant tenancy information and support.

Log all incoming correspondence in PropertyMe/Property Tree/Console.

Update tenants on work order progress, scheduled inspections, or pending approvals.

Pet Application Process

Guide tenants through the pet application process.

Coordinate approval and communication between tenants and landlords.

Ensure compliance with building regulations and lease agreements.

Ensure all supporting documentation is received (e.g. pet photo, vaccination record, references).

File the pet application in the tenant documents folder.

Marketing

Create comparable market analysis reports.

Track documents via Realworks/Docusign.

Managing social media accounts and posting to stories.

Monitor and report on Google reviews or listing feedback.

Coordinate bulk email campaigns for prospective tenants or databases.

Assist with monthly performance reports for marketing insights.

Use Canva to create testimonial graphics and post to social media.

Email & Calendars

Assist with general communications and prioritise emails.

Flag urgent emails and draft client updates/standard communications.

Organise and arrange calendar schedules.

Flag urgent issues to PM lead (safety/emergency repairs/tribunal deadlines).

Triage shared inboxes (rentals@ / maintenance@ / leasing@) to Inbox Zero by 4:00 pm.

Reconcile calendar to PMs: all completed events have notes.

Inspect RE

Book and schedule inspections.

Create inspection runs and send entry notices.

Manage price drops and re-engagement mail-outs.

Keep the inspection dashboard live, marking inspections as "in progress."

Log any real-time tenant comms (running late, reschedule requests).

Support the PM remotely by retrieving property data or photos if needed.

STRUCTURE LIKE BDM OF THE YEAR with Jordan Slinger

TASKS YOUR REMOTE PROFESSIONAL CAN DO

Administration	Executive Assistance	Marketing & Prospecting
Updating Contacts in CRM System.	Calendar Management and Scheduling.	Sending Just Listed/Just Leased SMS and Emails.
Creating Rental Appraisal Letters.	Draft Referral Partner Update Emails.	Creating Just Listed/Just Leased Letters with Mail Merge.
Manage Tenanted Takeover.	Monitoring the BDM Pipeline.	Managing Social Media (Facebook, Instagram, YouTube).
Assigning Tasks and Reminders for the BDM.	Scheduling Open Homes.	Creating Daily or Weekly Call Lists.
Booking Photographer or Videographer.	Scheduling Key Collections.	Generating Lists of Past Appraisals.
Book Stylist and/or Trades.	Drafting Post-Proposal Emails.	Clean Database using PriceFinder, RP Data, and ID4ME.
Preparing and Sending Entry Notices.	Drafting Handover Communication.	All new leads inputted into the CRM.
Preparing and Sending Lease Agreements.		Sending eDMs and Newsletters (CRM, ActivePipe, MailChimp).
Drafting Marketing Overviews.		Order Signboards and Brochures.

Model your growth on Jordan Slinger, awarded **#1 BDM of the Year**.

With relentless drive, and a **high-performing offshore team**, Jordan's strategy is a playbook for serious scale.





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