

# PROPERTY MANAGEMENT OFFSHORE TASK LIST with **Cassandra Lantry**

## TASKS YOUR REMOTE PROFESSIONAL CAN DO

Maintenance	Lease Renewals	Arrears 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.	
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.	

After more than 20 years leading property management teams, **Cassandra Lantry** has seen the industry evolve time and time again.

Here's how the most progressive rent rolls are using **offshoring** to build stronger, more scalable teams.



## TASKS YOUR REMOTE PROFESSIONAL CAN DO

Inspection Scheduling	Tenant & Trade Comms	Pet Application Process
Manage inspection scheduling and runs.	Respond to inquiries from tenants and trades.	Guide tenants through the pet application process.
Coordinate inspections based on due dates and property status.	Coordinate entry notices and document sharing.	Coordinate approval and communication between tenants and landlords.
Contact tenants via SMS, email, or call to confirm inspection appointments.	Provide relevant tenancy information and support.	Ensure compliance with building regulations and lease agreements.
Attach inspection time and tenant confirmation notes to the tenant file.	Log all incoming correspondence in PropertyMe/Property Tree/ Console.	Ensure all supporting documentation is received (e.g. pet photo, vaccination record, references).
Update confirmed inspection times in the CRM calendar or inspection app.	Update tenants on work order progress, scheduled inspections, or pending approvals.	File the pet application in the tenant documents folder.
Marketing	Email & Calendars	Inspect RE
Create comparable market analysis reports.	Assist with general communications and prioritise emails.	Book and schedule inspections.
Track documents via Realworks/Docusign.	Flag urgent emails and draft client updates/standard communications.	Create inspection runs and send entry notices.
Managing social media accounts and posting to stories.	Organise and arrange calendar schedules.	Manage price drops and re-engagement mail-outs.
Monitor and report on Google reviews or listing feedback.	Flag urgent issues to PM lead (safety/emergency repairs/tribunal deadlines).	Keep the inspection dashboard live, marking inspections as “in progress.”
Coordinate bulk email campaigns for prospective tenants or databases.	Triage shared inboxes (rentals@ / maintenance@ / leasing@) to Inbox Zero by 4:00 pm.	Log any real-time tenant comms (running late, reschedule requests).
Assist with monthly performance reports for marketing insights.	Reconcile calendar to PMs: all completed events have notes.	Support the PM remotely by retrieving property data or photos if needed.
Use Canva to create testimonial graphics and post to social media.		

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