What to Check Before You Sign With Any Managing Agent

Five honest questions worth asking any managing agent, before you sign with one.

BEFORE YOU START

This isn’t a pitch.

It's a short, straightforward list of what actually matters when you're deciding who manages your property. Every question here applies to any agent you're considering, not just Willow.

A property is one of the largest assets most landlords hold. Who manages it, and how well, has a direct effect on its performance and its condition over time.

FIVE QUESTIONS · FIVE MINUTES TO READ · WORTH ASKING ANY AGENT

No. 1

“Who is actually responsible for my property?”

Ask if you'll have one dedicated property manager, or if your property moves between whoever's available. A shared desk means no one truly owns your property, and it shows up eventually, in missed details or slow follow-up.

No. 2

"How thorough is the entry and exit condition report?"

A basic checklist isn't enough to protect you at the end of a tenancy. Ask whether reports include photo or video documentation and detailed notes, not just ticked boxes. This is the single most common source of bond disputes, and it's entirely preventable with proper documentation.

No. 3

“What’s the actual response time, not the advertised one?”

Every agency claims to respond quickly. Ask what “quick” means in practice, same day, next day, or “within a few business days” dressed up as urgent. Get a straight answer, not a marketing line.

No. 4

“Are tenant expectations set properly from day one?”

A lot of tenant issues aren't bad tenants, they're tenants who were never properly briefed on what's expected of them. Ask what happens at key collection. If the answer is “here are your keys,” that's a gap.

No. 5

“What happens if my property sits vacant?”

A week of vacancy costs more than most fee differences ever will. Ask what happens after the first quiet week: how the asking rent, the presentation, and the enquiry are reviewed, and when you'd hear about it. An agent with a plan for a vacant property is worth more than one waiting for the market to sort it out.

Is your property being managed as well as it could be?

Management costs depend on the property, the portfolio, and what you actually need. Rather than a standard rate, we'll put together a proposal built around your property.

REQUEST A PROPOSAL →

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