



7 STEP GUIDE FOR PROPERTY MANAGERS IN THE GREAT RESIGNATION



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About

Is your team understaffed because of labour shortages? Struggling to field calls from landlords and tenants? Well check out our newest resource built for property managers!



In this 7 Step Guide we help Property Management Teams navigate the Great Resignation with ease. Less people shouldn't mean more stress! Get ready to coast through 2022 with new technology, recruitment strategies and ideas to hire, retain and manage your growing team. If you're headhunting for new people or technology now don't forget to check out Alex's CV at the end... superqualified. 😊



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01 Job Ads

- Make sure you're writing super eye-catching headlines
- Don't forget to categorise the job in a way that gets you the best reach
- Test other locations as candidates may be happy moving cities or states
- Talk about your offer! What tech, career and other benefits make you stand out from the crowd



02 Referral Offers

- Be sure to up your referral fee for current team members
- Email your offer out and share with friends and family



03 LinkedIn / Socials

- Try in-mail messages to qualified candidates from other businesses
- Don't forget to share and get the office to all like your post too

04 Retention & Burnout

- Don't forget to keep scheduling your 1-on-1's with your team
- If someone's engagement seems low, remember to find out why and act accordingly
- Give your team the tools and strategies to overcome burnout root-causes

05 Promotion

- Don't forget to build your retention plan
- Map out who's due for a pay rise or promotion
- Celebrate internal promotions and talk about it on socials



06 Technology

- Invest in the best Cloud CRM you can. Take the time to migrate and clean your data. Train your team
- Digitise manual communications (phone / email) as much as possible - it save time on repetitive calls and emails and automatically make the data accessible in your CRM.
- PropTech is evolving fast. Stay up to date with the newest technology to help you do more with less



07 Automation

- Research the benefits of automation to replace manual processes.
- A great place to start is your CRM / trust accounting integrator marketplace
- Learn how AI connects to your existing CRM / trust accounting system and helps your team automate tasks





RentalHeroes

**Ready to hire
Rental Heroes?
Check out Alex's CV!**



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About

Alex is a highly effective and reliable digital team member. Think of him as a personal assistant for your property management team. He is a great communicator and super focused on understanding, triaging and handling tenant requests. He will help your team by automating the back and forth tenant emails and phone calls. Whether it's Monday morning or Saturday night, you'll notice Alex's impact on not just you but the wider team.



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Experience :-

Rental Heroes (2019- Current)

- Highly regarded in automation
- 24hr knowledge for any tenant request
- Manages an ever increasing workload
- 2 way sync into your CRM, including PropertyMe, Property Tree, VaultRE, Palace and Released
- Seen over 10,000 variations of tenant requests
- Provides a self-service outcome (no property manager escalation) to 48%
- of all requests 82% of tenants rate my service as “better” than phone, email or app
- I’m very good at troubleshooting and handling after-hours requests to understand if they are urgent or not
- I am the personal assistant to almost 2,000 property managers across Australia and New Zealand

Hobbies

- As a digital assistant, I work 24/7 leaving little time for play. However I like:
- Seeing new tenant requests (very rare these days) - my AI capabilities are always getting trained

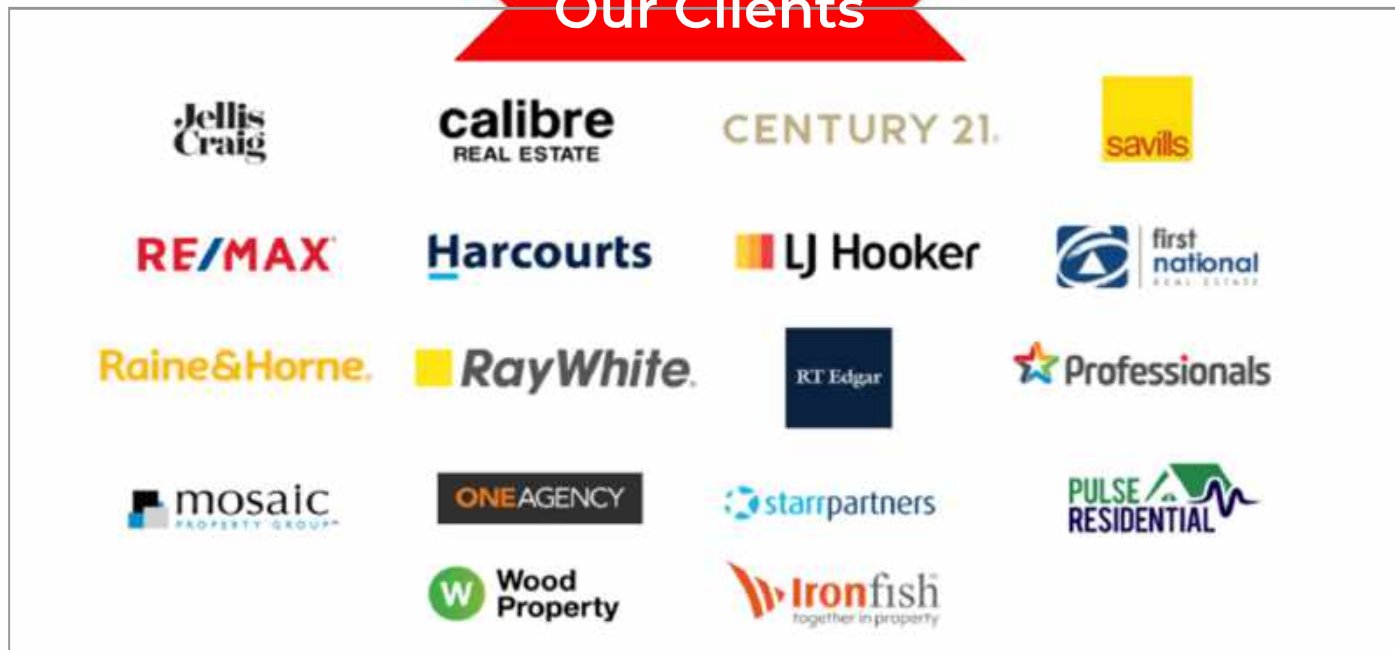


Conclusion

At Rental Heroes, we're the #1 AI chatbot built for property managers and we work with some of the biggest but also some of the smallest property management agencies in Australia. We're growing super fast and can't wait for you to chat to our team. Ready to get started? Schedule your demo



Our Clients



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