REAL+

Fast Starter

Taking you from zero to hero

Welcome

Over the years, REAL+ has become pretty good at being the chameleon in the room. Not simply a reflection of our environment, but more taking the time to identify the current problems faced by our consumers – the industry – and morphing our business to create powerful solutions.

After speaking with so many of our clients, we found that finding great Property Managers to work in your business was one of your biggest challenges, and we were listening.

Hiring a new staff member for your office is costly and time consuming, not to mention the added stress for your team who generally pick up the slack while the newbie gets their skates on!

On average, research has shown it can take 5-6 months for a new team member to be operational and often up to 2 years for them to become as efficient as the previous team member.

With our FAST STARTER program, we aim to accelerate this process by providing an intensive 12-week dive into the world of Property Management, the why's, how's, when's and where's all delivered with our usual enthusiasm and flare.

We look forward to making your business life easier

Fiona Blayney

Let me tell you about Fast Starter

Property Management Fast Starter is a staple of the REAL+ arsenal. It is designed to help onboard a new team member, whilst allowing the existing team, and you the business owners and managers to maintain your regular functions.

Give your employee a professional co-pilot at their fingertips (we literally have a dedicated phone line for them to call) and provide them with all the tools they need to effectively, and efficiently, manage a portfolio from start to finish, right out of the gate.

PROGRAM INCLUSIONS	Self-Paced	Guided
17 Training Modules	✓	✓
17 Progress Quizzes	✓	✓
Learners Workbook	✓	✓
7 “Live” reporting and planning activities		✓
12-week personalised program		✓
One-on-one coaching sessions		✓
Assessed practical activities		✓
Director Updates		✓
Ad hoc support throughout program		✓
Access to Fast Starter Help Line		✓
Members	$200*	$2500*
Non-members	$695*	$3500*

* + GST

Self-Paced – An overview

Our self-paced version of Fast Starter provides 100% online learning. Our courses are interactive and include pre-recorded webinars relevant to each topic. New starters can follow along in their workbook to move through the course for optimal digestibility.

There is a lot to learn after all! To complete our self-paced course, you should have:

- *An in-house mentor/team leader*
- *A good understanding of Property Management*
- *Support within the portfolio to manage day-to-day tasks during training period*

If you've said YES to any or all, of the above, this is *what you get* with Self-Paced:

+ 17 online lessons including
    - Introduction to PM
    - Introduction to Investing
    - Time management
    - Advertising Listings
    - Leasing, OFI & Private Appointments
    - Application Processing
    - Ingoing Inspections
    - The Lease Sign Up
    - Maintenance
    - Arrears
    - Periodic inspections
    - Ending a Tenancy
    - Vacating Process / Bond Return
    - Understanding Ledgers & Statements
    - Rent Reviews
    - Lease Renewals
    - Communication/negotiation
+ Progress quizzes to accompany lessons
+ Learners' workbook

Guided – An overview

Let us be frank, our Guided Fast Starter pack is the *creme de la creme*. Your new starter will receive regular coaching calls and be provided access to our coaches and trainers 5 days a week. It is like having a Senior PM in your office, doing nothing but training.

Portfolio's need not suffer and, in contrast to the "learn-on-the-job" model, Property Managers will feel empowered to not only *manage* the workload, but they should also thrive.

Understanding reporting, investing, ledgers and conflict resolution all in 12 weeks.

Why choose our Guided Fast Starter course?

- *No dedicated team member to train*
- *Your new starter has under 2 years' experience in the industry*
- *The portfolio does not already have a Senior Property Manager overseeing tasks*
- *No dedicated Head of Department to guide and mentor or,*
- *Your new starter has not managed a full portfolio on their own*

If any or all, of the above apply, or if you just really want to empower your new starter, the Guided Fast Starter course is for you.

The following Program Outline describes *what you'll get* with our Guided course.

Guided Program Outline

Pre-coursework

Prepare for the work to come with a window into the high-level understanding of our industry. Meet your coach and discuss the expectations for the program. The pre-coursework gives new starters the foundations they need to grasp the concepts that will come up throughout the course.

+ Set up one-on-one with coach
+ Module: Introduction to Property Management
+ Module: Introduction to Investing

Week 1

New starters often spend week 1 clicking around on emails and waiting for training from their peers. Let's instead get them started immediately with planning and marketing. Along with coaching sessions to solidify learning and trouble-shoot practicalities of each task.

+ Module: Time Management
+ Practical coaching session 1
+ Module: Advertising Listings
+ Practical coaching session 2
+ Module: Leasing, OFI's and Private Inspections
+ Practical coaching session 3

Week 2

Now we've tackled marketing and opens, we are layering the knowledge week 2 with the rest of the leasing process. Not just theory, we're talking the realities of carrying out all these tasks in your office and helping with live issues as they arise.

+ Module: Application Processing
+ Practical coaching session 1
+ Module: Ingoing Inspections
+ Practical coaching session 2
+ Module: The Lease Sign Up
+ Practical coaching session 3

Guided Program Outline

Week 3

Continuing the intensive first month, week 3 brings us to the general PM roles, their importance and how to work effectively and efficiently. Your coach won't be far away to assist with the inevitable roadblocks we'll encounter along the way.

+ Module: Maintenance
+ Practical coaching session 1
+ Module: Arrears
+ Practical coaching session 2
+ Module: Periodic Inspections
+ Practical coaching session 3

Week 4

Let's close the loop, tenants have been found, they've moved in, and we've been monitoring rent, maintenance, and inspections. So, what happens when you get notice from the tenant to vacate? What to do with the bond? This week, we cover the end of tenancy and give you a tiny break to catch your breath. Your coach will also have a review with the Team Leader/Director to provide feedback and answer any questions about the new starter.

+ Module: Ending Tenancy
+ Practical coaching session 1
+ Module: Vacating Process & Bond Return
+ Practical coaching session 2
+ Director Review

Week 5

After an intense month 1, your new starter should have a good understanding of the PM role, what tasks are to be completed and how to do them. Week 5 we add some practical work in the live portfolio to build on the knowledge learnt so far and create good habits around end of month.

+ Action plan; reporting. New starter to locate, and collate reports on routines, vacates and new tenancies for the past month
+ Practical coaching session 1
+ Module: Understanding ledgers/statements
+ Practical coaching sessions 2

Guided Program Outline

Week 6

A Property Managers work is never done, there is always something new to do and learn. Understanding how to audit one's own portfolio is a great "best practice" to follow every month. Maintenance follow-ups and reviewing rent will become a regular task for your new starter as we continue to build good habits.

+ Action plan; maintenance. New starter to prepare report on all maintenance logged for the portfolio
+ Practical coaching session 1
+ Module: Rent Reviews
+ Practical coaching session 2

Week 7

Arrears should be checked weekly, but what happens when those rents still aren't coming in? What is the escalation point, and how do we stop from being complacent about the "usual culprits"? And no doubt by now, some of your leases will be coming up for renewal, this week we dive into the reporting and processing of those leases.

+ Action plan: arrears. New starter to prepare report on all arrears and consider actions required for each
+ Practical coaching session 1
+ Module: Lease renewals
+ Practical coaching session 2

Week 8

Another month has come to an end, and we have covered a lot of ground. This week, enjoy a quick breather and then we'll work to understand the importance of compliance in the portfolio as well as conducting another Director's Review

+ Module: Compliance
+ Practical coaching session
+ Directors Review

Guided Program Outline

Week 9

We've reached the home stretch. By now, all the main concepts, tasks and expectations have been established. We'll focus on vacancy this week, what listings are stale and how to have tricky conversations with landlords or get tenants over the line.

+ Action plan: vacancy. New starter to prepare a report on all current listings including average DOM and CRM's for any that may require a review
+ Practical coaching session

Week 10

Planning, planning, planning. We conducted our tenancy reviews last month, but how are they tracking? Did we complete them all and what do we have on our list for the month ahead? This week we explore the strategy and efficiencies around tenancy review planning.

+ Action plan: tenancy reviews. New starter to prepare report of all rent and lease reviews conducted last month and, prepare a list of all reviews due for the month ahead
+ Practical coaching session

Week 11

Conducting a periodic inspection is only part of the job, now we need to follow up on any issues and ensure landlords have responded to requests. Also, as quickly as it went, it's time to plan for our next inspections already.

+ Action plan: periodic inspections. New starter to prepare report of all inspections carried out in the previous month with any maintenance/issues/requests. And a report of inspections due for the month ahead.
+ Practical coaching session

Week 12

You did it! The program is coming to an end, and we've covered a big portion of the PM role. As always though, trouble can and does arise. In our final week, we will look back on conversations, conflicts and negotiations, and work on future dialogue and strategies to better handle these in future

+ Module: Handling Tricky Conversations
+ Action plan: Negotiation. New starter to consider conversations or conflicts that occurred, which could be improved upon in future
+ Practical coaching session

FAQs

Q. Does this count towards CPD?

A. Depending on which state you are in, it can. Just make sure you complete your Learner Booklet each session and keep records of your work. We can sign off on the elective hours.

Q. Can the program be used towards CertIV in Real Estate?

A. Indeed it can. You can use the skills and actions you've been carrying out through the course to reflect Recognition of Prior Learning.

Q. How long should I dedicate each day to the program?

A. Month one is going to be the most intense time, we recommend dedicating 2 hours per day, 4 days a week to the program to get the most out of it. Month two, 2-3 hours per week and month three this can be reduced to 1-2 hours per week.

Q. What if I am sick on a scheduled coaching session?

A. We've placed a few "buffers" throughout the course to cover for contingency, so any missed sessions could be moved to these sessions.

Q. What if I need help with a problem outside of session times?

A. We've got you! You will have access to your coach for ad hoc queries throughout the program, as well as the ability to call our 1300 HELP US line, Monday – Friday.

What you'll need to get started:

+ Access to computer / tablet with internet
+ Camera / Microphone / Audio within or connected to your chosen hardware
+ Dedicated time each day / week to complete modules and coaching sessions
+ Company processes, checklists, and systems
+ Commitment to the outcomes

"Tell me and I forget, teach me and I may remember, involve me and I learn."

– Benjamin Franklin

Testimonials

A few kinds words courtesy of our Google Reviews:

Samantha is absolutely awesome. Eight weeks on since taking over my own portfolio, I can comfortably say I am now 100% in control. I have all maintenance, tasks, leases, rent reviews, arrears, Inspections and compliance under control. I am truly grateful for Samanthas efforts, patience and support on this journey.

Look forward to growing, learning and always reaching out to you and your team for support.

Thank you Samantha

- Cengizhan Temel

Samantha from Real+ has been excellent at helping me get the most out of my work week, as well as giving me the right strategies to achieve both short and long term career goals. I get a lot out of our weekly coaching sessions and I would highly recommend her to anyone.

- Harcourts

Working with the team at Real+ for over 5 years has been both rewarding and satisfying. Our team has been able to engage with their platform on a number of levels providing training to the extent of the utmost professional.

Additional add on services have also been a huge benefit to our organisation at times 1300HELPUS & recruitment.

The mentoring and business coaching that I have been able to experience has transformed our business into what it is today - customer focused, thinking outside of the square and continually challenging ourselves to always be the best we can in an industry that has competition of low fees and inadequate service to property owners out there.

Thank you to the whole team - you are all part of our family.

- One Agency