TRUST ACCOUNT
SOLUTIONS

VIRTUAL ASSISTANTS · PROPERTY MANAGEMENT

Everything but the site visit.

Real estate-trained assistants who take the desk work off your property managers — applications, arrears, maintenance, renewals, compliance and the inbox — giving your team the time to look after owners, tenants and properties.

- Leasing & applications
- Tenancy management
- Maintenance
- Inspection scheduling
- Compliance
- Owners & new business
- Office & sales support

Works in your software

PropertyMe, Property Tree, Console Cloud and more.

Your agency's name

Owners and tenants keep dealing with your agency, as they do now.

One monthly fee

No recruitment, payroll, superannuation or leave to manage.

WHAT YOUR VA CAN TAKE ON

If it can be done from a desk, it can be handed over.

Your VA works in your systems and your inbox like any other member of your team. What follows is a typical scope. We agree yours with you before we start, and it can change as your agency does.

01 Leasing & applications

- Process applications: affordability, tenancy database (TICA) checks, employment and rental references.
- Present suitable applicants to the owner for approval.
- Prepare tenancy agreements and send them for signing.
- Raise move-in invoices and lodge the bond with your state's bond authority.
- Write and upload rental listings from your photos and notes.
- Answer rental enquiries and book people into viewing times.

02 Tenancy management

- Reply to tenant enquiries where the answer is on file.
- Work through your new-tenant and vacate checklists, including bond refund paperwork.
- **Lease renewals:** ask tenants about a new term, confirm with owners and issue the new agreement.
- **Rent reviews:** track due dates, prepare the market comparison and issue notices within your state's notice periods.
- **Arrears:** daily follow-up in line with your arrears process, with breach notices prepared when you ask.
- Follow up unpaid tenant invoices, such as water usage.

03 Maintenance

- Turn incoming requests into work orders.
- Get quotes and seek the owner's approval.
- Arrange access between tradespeople and tenants.
- Follow up every job open for more than 10 days.
- Chase the supplier's invoice once a job is finished, and enter it as a bill.
- Keep owners and tenants updated until the job is closed.

04 Inspections

Scheduling and reporting, not attending

- Send reminders as routine inspections fall due.
- Plan the inspection run and issue entry notices to tenants.
- Format inspection reports from your property manager's photos and notes, and send them to owners.
- Book in entry and exit condition reports and prepare the paperwork ahead of the visit.

05 Compliance

- **Smoke alarms:** track due dates with your compliance provider, or chase owners who arrange their own.
- Water efficiency, pool safety and the other requirements in your state.
- Follow up landlord insurance renewals and certificates of currency.
- Keep compliance records current on every property file.

06 Owners & new business

- Send owner information statements and follow up until they come back.
- Set up new and taken-over properties: management agreements, owner details and tenancy history.
- Follow up rental appraisals and send management paperwork to new owners.
- Keep owners informed on arrears, maintenance and renewals.

07 Office & sales support

- Triage the shared inbox and manage calendars.
- Data entry and reporting in PropertyMe, Property Tree, Console Cloud and other platforms.
- Listing and marketing admin for the sales team: portal uploads, marketing schedules and vendor reports.
- Sales file admin from contract to settlement.
- Keep your database and CRM up to date.

WHAT STAYS WITH YOUR TEAM

Anything that needs someone on site

Routine, entry and exit inspections, open homes, key handovers and photos stay with your property managers.

So do the decisions. Your VA prepares, follows up and keeps the file current; your team approves applicants, sets rents and signs off notices.

YOUR SCOPE, YOUR WAY

Not on the list? Ask us.

The tasks above are where agencies usually start. If your team does it at a desk, through your software, email or phone, we can almost certainly take it on.

PLATFORMS OUR TEAM WORKS IN

PropertyMe · Property Tree · Console Cloud · Ailo · Kolmeo · Re-Leased · Rex · Xero

Plus tenancy databases, application platforms and your state's bond authority portal.

HOW IT WORKS

Up and running without the hiring process.

01

Agree the scope

We go through your team's week with you and list the tasks that move to your VA, and how you like them done.

02

Set up access

Your VA works through your software and email, so owners and tenants see your agency's name.

03

Learn your way

We train your VA on your systems and on how your office runs, then they follow your procedures.

04

Report and review

You hear what's done and what's waiting on you, and we review the scope as your portfolio changes.

WHY AGENCIES USE A TAS VA

Fill a gap quickly

When someone leaves, skip the ad, the interviews and the ramp-up.

Gain real estate experience

Assistants who already know property management and the main PM platforms.

Keep it under one roof

If we already do your trust accounting, the bills your VA enters and the arrears they chase are handled by the same team.

Reduce overheads

One monthly fee. No superannuation, payroll tax, annual leave or recruitment fees.

Scale up or down

Add hours for EOFY, portfolio growth or staff leave, and scale back when things settle.

Work your hours

Direct contact with your assistant, and with us, during Australian business hours.

GET STARTED

Let's map out your VA's week.

Tell us what's on your team's plate and we'll come back with a scope and a monthly fee. No obligation.

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