

# 25 Questions

## Every Rental Property Owner Should Ask Before Hiring a Property Management Company

A comprehensive, no-fluff guide to help you interview, compare, and confidently hire the right team to protect and grow your investment

### Company Values & Philosophy

**1. How would you describe your overall approach to property management?**

*(Look for answers that reflect planning, prevention, and long-term thinking.)*

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**2. What core values or guiding principles shape your policies and communication style?**

*(This reveals whether the company prioritizes transparency, accountability, or just transactions. And whether they even HAVE defined core values.)*

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**3. How do you balance the interests of the property owner with the experience of the resident?**

*(Resident satisfaction often affects vacancy, turnover, and property condition — the company should be intentional about both.)*

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### Communication & Transparency

**4. What's your standard communication rhythm with property owners?**

*(Ask how often you'll hear from them and how information is typically shared.)*

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**5. What is your policy for how quickly you respond to questions or calls from your clients and residents?**

*(A clearly defined response-time standard shows respect and professionalism.)*

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## 25 Questions to Hire a Property Management Company

- 6. Do you offer real-time access to financials, maintenance updates, and lease documents?**  
*(Transparency through technology helps you stay informed without micromanaging.)*

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- 7. If I had a question about my property on a weekend or holiday, how would that be handled?**  
*(Get clarity on after-hours support and escalation procedures.)*

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### Maintenance & Repairs

- 8. What's your process for handling maintenance requests — from intake to completion?**  
*(Ask about how repairs are tracked, approved, and reviewed.)*

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- 9. What is your current average "Speed to Repair," and what is your goal for it?**  
*(This metric can reveal how efficient and resident-friendly their operations are.)*

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- 10. Do you require before-and-after photos for maintenance jobs?**  
*(Not all companies do — but it's a simple quality control step that protects everyone.)*

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- 11. How do you select and vet your vendors? Are there minimum standards they must meet?**  
*(Vendor quality directly impacts costs, liability, and resident satisfaction.)*

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- 12. Are there any negotiated discounts or cost efficiencies passed along to owners?**  
*(Ask whether volume pricing or vendor relationships benefit you directly.)*

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## 25 Questions to Hire a Property Management Company

### 13. Do you upcharge or tack on any fees to maintenance invoices?

*(Some charge a percentage on top of repair costs. Make sure you understand the fees.)*

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## Financial Management & Performance

### 14. How do you help owners plan for long-term capital expenses or major repairs?

*(A proactive property management company should help you forecast and budget.)*

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### 15. What reports will I receive, how frequently, and via what method?

*(Expect regular financial statements that include income, expenses, and activities.)*

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### 16. For which rental property Profit Centers do you track performance?

*(There are five core profit centers: cash flow, appreciation, loan paydown, tax benefits, and depreciation. See which ones they recognize and measure.)*

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### 17. How is rent collection handled, what's your approach to late payments or evictions, and when do you disburse funds to your owners?

*(Their system should be consistent, compliant, and clear about timing.)*

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## Resident Experience & Legal Compliance

### 18. What's your process for screening residents? What criteria do you use?

*(A clear, consistent process helps reduce risk while complying with fair housing laws.)*

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### 19. Do you offer or support on-time rent credit reporting?

*(This can incentivize timely payments and support credit building for residents.)*

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## 25 Questions to Hire a Property Management Company

### 20. How do you stay current with local, state, and federal housing laws?

*(Look for companies that monitor changes and adjust policies accordingly.)*

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### 21. What's your onboarding process for new properties?

*(There should be a structured plan, not just a signature and a hand-off.)*

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## Fit & Scope of Service

### 22. How many doors do you currently manage (not including HOA properties) and how long have you managed for third parties?

*(If the above questions line up for you, this is less important. But it could be relevant if the PM manages only a few properties and your portfolio could present staffing challenges.)*

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### 23. What is your current staffing level (including remote team members)?

*(Do they have the resources to service your homes, including boots on the ground?)*

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### 24. Please explain your company's management and ancillary fees...

*(Look for transparency. Mgt fees are just one of several possible fees.)*

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### 25. Can you share a recent example of how you protected an owner from a potential risk or expense?

*(For insight into how they operate under pressure or when something goes wrong.)*

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