



## CREATING THE NEXT GENERATION OF PROPERTY MANAGEMENT SUPERSTARS TO REPRESENT YOUR BRAND

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MIA DAVIS PROPERTY MANAGEMENT MENTOR & TRAINER

M: 0401 211 600 E: [mdcreativepm@gmail.com](mailto:mdcreativepm@gmail.com) W: [propertymanagementandtrainingbrisbane.com.au](http://propertymanagementandtrainingbrisbane.com.au)

## TRAINING & ADVANCEMENT PROGRAM

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## *HOW CAN I HELP YOU?*

My mission is to provide small group or one on one training with new onboarding staff to learn Company/Agency policies and procedures, and to understand Company/Agency preferred software used daily to manage their time effectively and efficiently.

As a seasoned professional working in the building, landscaping, interior styling & real estate industries for over 25 years, I have a deep understanding of how to manage property portfolio tasks and responsibilities effectively and efficiently to provide exceptional productivity, service and client satisfaction above all.

I have the expertise to train new staff in all aspects of property management, including process and policy development, email creation, conflict negotiation, problem solving and nurturing client relationships.

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## TRAINING AND EDUCATION

I will consistently endeavor to provide high quality onboarding for all employees within your Company/Agency to ensure they feel welcomed and supported in their new roles. A significant element within the onboarding process is the orientation and induction sessions that have historically added great value to an employee's initial time with a brand.

My goal is to provide dedicated training and advancement for one on one or small junior entry groups. A niche service to enhance staff performance to Senior Property Manager level within 12-18 months. Inclusive of ongoing support for 12 months via phone, email or Microsoft Teams combined with quarterly in-office appointments where I spend time with staff, proffering feedback and an opportunity to assess their wins and challenges, thereby enabling further advancement of developing skills.

Having the right skills can make the world of difference in property management and utilising a committed Training and Advancement professional is worth the investment in your next property management superstar/s. This proposal will outline the value of your initial investment in your junior team member/s and how this investment will benefit your brand and future position within the real estate industry.

Many senior level property managers simply don't have the time or desire to dedicate training and support to junior staff. It can impact their performance and service which can lead to several scenarios that will impact your Company/Agency, some of which can be irreversible.

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## *WHAT IS A GREAT PROPERTY MANAGER?*

A property manager is a professional who is responsible for overseeing the daily operations of rental properties and tenancies on behalf of property owners. They are the bread and butter for most Agencies/Companies and are heavily relied upon to represent their brand in the highest regard.

In the ever-changing world of real estate, property managers play a critical role in helping property owners maintain and grow their investments. With a diverse set of responsibilities, property managers need to have a wide range of skills to be successful in their roles.

Their duties include, but are not limited to managing tenants, handling maintenance and repairs, marketing properties, securing suitable tenants and ensuring legal compliance requirements are adhered to.

Becoming a 'great' property manager starts with gaining experience in the real estate or property management field. After completing the relevant training in real estate, within their operational state, they are often reliant on senior level staff to train, guide and support them whilst developing the basic skills.

With the right blend of interpersonal and technical abilities, property managers will master skills I have personally become proficient in, working alongside many reputable real estate mentors who represent national brands such as LJ Hooker, Ray White and First National.

Becoming accomplished in property management responsibilities will ensure a smooth and profitable experience for property owners, while maintaining high tenant satisfaction. Not to mention keeping department managers', directors' and/or principals' confident knowing they have only the best representing their brand.

The skills outlined herein enable Property Managers to successfully navigate the complexities of the job thereby effectively and efficiently managing their time and resources to a high standard.

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## TRAINING & ADVANCEMENT GOAL

**To provide dedicated training and advancement with ongoing support for 12 months, so entry level staff are performing at senior property management level within 12 - 18 months. To provide job satisfaction and loyalty to your Agency/Brand reducing potential employee turnover.**

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## *WHO DOES WHAT?*

Entry level property managers are eager to learn. They don't understand the complexities of the job yet, so how they are taught by their superiors is vital to their success and longevity in this ever-changing industry.

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### JUNIOR PROPERTY MANAGEMENT RESPONSIBILITIES

Below summarises some of the commonplace roles and responsibilities expected of a junior level property management professional:

- ✓ RENTAL REFERENCES
- ✓ ROUTINE INSPECTIONS
- ✓ IDENTIFY MAINTENANCE FOR SENIOR STAFF MEMBERS
- ✓ SAVING & ADDING SMOKE ALARM COMPLIANCE CERTIFICATIONS
- ✓ PREPARE KEYS FOR COLLECTION FOR NEW TENANTS or CONTRACTORS
- ✓ SAVE TENANCY DOCUMENTS
- ✓ BOND PAYMENT AUDITS
- ✓ APPLICATION PROCESSING
- ✓ OPEN HOME INSPECTIONS
- ✓ DOWNLOADING & SAVING INVOICES FOR PROCESSING
- ✓ BILL PROCESSING
- ✓ TENANT INVOICING

I will reiterate becoming a 'great' property manager begins with gaining experience in the real estate or property management field. After completing the relevant training in real estate, they are often reliant on senior level staff to train, guide and support them while developing the top 15 key skills required.

**Purposeful one on one training will exponentially fast track their careers. In turn growing unwavering confidence in their ability to perform at a senior manager level within 12 - 18 months.**

## ***SENIOR ROLES & RESPONSIBILITIES***

Most senior staff will complete end to end tasks with support from junior staff or virtual assistants to fulfil their expected roles as noted below. Most senior property managers I've met (myself included) all say the same thing, "I just don't have time for this!"

Senior property managers commonly have 5+ years working in the industry. Employers trust senior level management will complete the below roles and responsibilities autonomously; however, your business may suffer significantly if the senior staff are too busy to allocate time to training junior staff or are resistant to modern technology or change.

- ✓ EMAIL & PHONE COMMUNICATION RESPONSE
- ✓ ARREARS, BOND & PART PAYMENTS
- ✓ TASKS & CHECKLISTS
- ✓ MAINTENANCE & VENDOR MANAGEMENT
- ✓ ENTRY & EXIT INSPECTIONS
- ✓ LEASE RENEWALS
- ✓ BANKING REQUESTS
- ✓ ONLINE LETTING PROCESS
- ✓ APPLICATIONS & NEW TENANCY SIGN UPS
- ✓ VACATING TENANCY PROCESSES
- ✓ BREAK LEASE PROCESSES
- ✓ CHANGE OF TENANCY REQUEST PROCESS
- ✓ TERMINATION OF MANAGEMENT PROCESS
- ✓ CHANGE IN MANAGEMENT PROCESS
- ✓ CREATING & ISSUING SMOKE ALARM WORK ORDERS FOR NEW TENANCIES
- ✓ PROCESSING BILLS & INVOICES
- ✓ CUSTOMER SERVICE & CLIENT SATISFACTION
- ✓ CONFLICT NEGOTIATION & COURT ATTENDANCE
- ✓ TRAINING JUNIOR STAFF

## *INVESTING IN YOUR TEAM*

As you can see, there is a lot of responsibility on senior staff. It is critical to your Company/Agency health that senior staff are well supported, and junior staff are suitably trained to manage their own small portfolio of properties, relying on senior staff only when situations require their industry expertise to achieve a successful outcome.

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### STRIVE TO SUPPORT PRODUCTIVE TEAMS AND CULTURES

I have been exposed to many varying processes established by reputable agency brands over the past 10 - 12 years. I attest my qualifications as a senior property manager and Team Leader/Head of Department to being open to learning and adopting new ways of 'working smarter...not harder' and applying these practices to my own daily routine.

I have also experienced being sooo overwhelmed with responsibility, with little to no support, that I have identified a niche service to overcome service and organisation inconsistencies often identified in property management departments.

I was always encouraged to focus on my strengths and redefine how I approach and overcome challenges. To create work-life balance for myself and formulate my future objectives which have set me on my current path of mentoring and training. I am so excited to further pursue my passion for real estate and support those who want to excel in their careers and achieve similar successes and career progression.

I feel blessed that I have been exposed to many highly reputable Industry experts and trainers such as Jet Xavier, Cherie Canning, Josh Phegan and Stacey Holt. Their advice and mentorship have been invaluable, and I accredit their coaching to my method of tutoring.

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### STRIVING TO BE BETTER THAN YOU WERE THE DAY BEFORE!

Individuals and businesses will be led to take responsibility and drive success, not because they must, but because they want to. Advice I embraced from a Jet Xavier workshop in 2022 hosted by Place Estate Agents.

I encourage everyone (including myself) to value accountability in this industry. Prosper daily from personal and career challenges and relish in learning from your mistakes to reap the many rewards property management can furnish. One of my greatest achievements was being awarded Winner of Place Estate Agencies Jan - Mar 2023 Excellence in Property Management.

**Today, I find myself in a unique position to continue in an industry that I love being really good at and working with others to embrace ownership of their careers. Ultimately moving forward in a direction that drives them to lasting performance and transformation.**



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## *HOW YOU SAVE MONEY?*

Poor management practices by staff with limited experience or bad management habits will often be the leading cause for property investors providing their notice of termination. That's why upskilling, even for seasoned professional, is important...not just for the newbies.

Failure to communicate or complete important property maintenance tasks in a timely manner is one of the most common reported reasons for landlord termination. A property investor will not hesitate to pay your Company/Agency fees if they are receiving exceptional service from your staff, no matter the charge.

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## INVESTING IN YOUR FUTURE PROPERTY MANAGEMENT SUPERSTARS

Purposeful training will ensure your new onboarding staff will be equipped with the knowledge and skills to provide high-caliber service and mitigate the varying daily tasks demanded of them.

Knowledge of new rental reforms is fundamental to successfully managing an owner's expectations and their investment. Staff who provide correct market recommendations will improve your business bottom-line as much as 20 - 30%, if not more dependent on your majority market location.

Furthermore, my intention is to minimise property/client loss, tribunal hearings and/or insurance claims due to poorly managed tenancies. Low staff turnover is attractive to property investors, which will provide lucrative opportunities to onboard new business. Capable and trained junior staff can be assigned to become intimately acquainted with the property and develop a close relationship with the property owner and tenants alike.

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## RISK MANAGEMENT & CLIENT SATISFACTION

A junior property manager can effectively manage a small portfolio of 70-80 properties to begin with, without feeling overwhelmed during their first 12 months of tenure.

Onboarding 30 new properties to their portfolio ergonomically accounts for their position at \$55,000 + Super + proposed training/mentoring.

Client satisfaction for your team will ensure your Company/Agency preserves property management. The reputation your staff earn will not only promote their confidence in their chosen career and advance their skills, but it will also reflect on your brand and invite new business from satisfied client recommendations.

For example, if you retain 10 managements every quarter because your staff provide superior service and customer satisfaction, this potentially saves your business over \$28,000 per annum of lost income. Annually, that's over \$113,000 revenue you can invest in the services of hiring/training additional staff, progressing with your growth plan.

## MIA DAVIS PROPERTY MANAGEMENT TRAINING &amp; ADVANCEMENT PROGRAM

## INVESTMENT COMPUTATIONS

Below outlines the average salary expectations for a senior staff member comparable to a junior staff member. The following figures represent an indication of how your Company/Agency will prosper from providing one-on-one training to new onboarding staff over hiring senior staff which are becoming difficult to secure these days.

<b>Senior Level Property Manager</b> \$100,000 + 11.5% Super	\$434.61/day	\$2,173.05/week	\$112,998.60 pa
<b>Junior Level Property Manager</b> \$60,000 + 11.5% Super	\$239.00/day	\$1,195.13/week	\$62,146.89 pa
<b>Difference per annum</b>	<b>\$195.61/day</b>	<b>\$877.92/week</b>	<b>\$50,851.71 pa</b>

\*\*\* Values are shown before tax deduction \*\*\*

## TRAINING & ADVANCEMENT PACKAGE

10 DAYS TRAINING & ADVANCEMENT					
1 X Junior PM	\$5,500.00	GST inclusive		1 x Junior PM	\$5,500.00
Additional Staff (max 4)	\$2,200.00 per staff member	GST inclusive	Example:	2 x Junior PM's	\$4,400.00
TOTAL COST for 3 JUNIOR STAFF:					\$9,900.00 GST Inclusive
3 Months SUPPORT	Microsoft Teams	30 mins weekly		12 x Appointments	\$2,640.00
	Phone/Email	As required		Mini. 24 - 48 hour response	\$2,200.00
	3-month Check-in	5 Hours 10AM - 3PM		In-Office Appointment	\$1,650.00
				VALUE SUB-TOTAL	\$6,490.00
EXAMPLE FOR 3 x NEW STAFF	TOTAL TRAINING VALUE			\$16,390.00 VALUE	for \$9,900.00
TOTAL TRAINING VALUE FOR ONE JUNIOR LEVEL PM = \$16,390.00 VALUE for \$5,500.00					



## VALUE DISTINCTIONS

The calculations below outline employing a junior level property manager for \$55,000 + Super and training for the first 12 months of employment while they master the skills required of their role.

They will foster the confidence and skill to supersede established processes to ensure they perform their role effectively and efficiently, while utilising your preferred software/programs to minimise associated risks and maximise profits and productivity.

INVESTMENT COMPUTATION	
Junior Annual Salary	\$62,146.89
Plus Training	\$5,500.00
Total INVESTMENT per JUNIOR	\$67,646.89
INVESTMENT VALUE (\$5,500 + \$6,490.00) = \$11,990.00	\$74,136.89
COMPARIBLE VALUE DIFFERENCE (no training)	
Senior Level Property Manager on \$100,000 pa + Super	\$112,998.60
Entry Level PM WITH NO TRAINING on \$55,000 pa + Super	\$62,146.89
VALUE DIFFERENCE	\$50,851.71
<p style="text-align: center;"><b>*** Disadvantages ***</b></p> <p>Senior level PMs work performance reduces by 20% when dedicating their valuable time to train a Junior PM.</p> <ol style="list-style-type: none"> <li>1) <b>Less time</b> &amp; attention to nurture VIP client relationships or difficult tenancy/property situation/s.</li> <li>2) <b>Time management</b> is affected considerably putting undue stress on the senior team member</li> <li>3) <b>Mental health</b> declines due to the above points in addition to the extra responsibility training new staff</li> <li>4) <b>Out of office appointments</b> increase during training (ie Routine/Entry/Exit Inspection Training)</li> </ol>	
VALUE BETWEEN HIRING A SENIOR or a JUNIOR PM with TRAINING	
Senior Level PM (per annum including Super)	\$112,998.60
Entry Level PM WITH TRAINING (per annum including Super)	\$74,136.89
VALUE DIFFERENCE	\$38,861.71
<p style="text-align: center;"><b>*** Advantages ***</b></p> <ol style="list-style-type: none"> <li>1) <b>GOOD TIME MANAGEMENT</b> - Senior PMs continue to provide 100% exceptional service and completion of tasks for their own portfolio.</li> <li>2) <b>LESS DISTRACTIONS</b> - Junior PMs can complete daily tasks with reduced disruption to Senior Level Staff. 3-month support following training will provide the support a Junior PM will require to improve confidence and task ability.</li> <li>3) <b>ASSISTANCE</b> - Junior PMs can assist Senior PMs with various tasks while managing a smaller portfolio of properties, thus advancing their training further.</li> <li>4) <b>TEMPORARY LEAVE DUTIES</b> - Junior PMs can monitor Senior PMs emails and important daily tasks following Agency procedures while senior staff take annual/personal leave; therefore, saving Temp PM hiring costs for someone who may not live up to Agency expectations. Temp Hire costs range from \$66 - \$88 per hour through an Agency Recruiter</li> </ol>	



*“Your work is going to fill a large part of your life, and the only way to be truly satisfied is to do what you believe is great work. And the only way to do great work is to love what you do.”* **STEVE JOBS**

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## *PERSONAL CONDUCT*

I love providing a positive and dynamic learning experience to others who want to feel inspired, supported and valued in their chosen career.

It is important to have fun along the way and take pride in offering exceptional customer service, delivering great outcomes and forge a reputation that is respected within the real estate industry.

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## EXCEPTIONAL TRAINING IS MY PROMISE TO YOU

I will consistently endeavor to provide high quality service and represent your Company/Agency brand in the highest regard.

The following daily conduct is my guarantee to your company:

- Always demonstrate professionalism and integrity.
- Conduct all business in an ethical, legal and business manner.
- Communicate transactions in line with relevant Acts and Legislation.
- Perform duties in alignment with Company/Agency policies and procedures.
- Always perform duties within best practice guidelines.
- Contribute to a safe and happy work environment.
- Provide superior levels of customer service both internally and externally by demonstrating support, respect and friendliness.
- Perform duties while under the jurisdiction of your Company/Agency with a clear and conscious mind and not be under the influence of illicit drugs, alcohol or any other controlled substances.
- Personal calls and email will be kept to a minimum during business hours. Business emails remain the property of your Company/Agency.
- No social media publications will be entered into unless prior consent is provided by your Company/Agency
- Under no circumstances will access to your Company/Agency network be provided to/for any outside party.
- All business information learned during the contract will remain confidential.

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## *WHAT IF SOMEONE DISAGREES WITH ME?*

I pride myself on providing respect, excellence and professionalism every step of the way!

I always strive to be a better person than I was the day before and hold myself accountable should I fail to meet the expectations of others.

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### SHOULD A DISPUTE ARISE

Should a dispute or grievance arise about a matter of my personal conduct or time within the Company/Agency, the grievance should be attempted to reach a resolution point within the workplace by:

- Meeting with the appointed supervisor to discuss the issue. The supervising manager and sub-contractor must make reasonable efforts to resolve the grievance. If the issue involves another member of staff, we will (if authorised) raise the grievance with those concerned.
- If the matter is not resolved at said meeting, I retain the right to terminate services immediately with an account settlement payment due as per the original agreement.
- Until the grievance is resolved, work shall continue normally in accordance with the customs and practice existing before the dispute or grievance arose. If the training consultant is not satisfied with the outcome after discussion with the Human Resources representative or other members of the Company/Agency higher management, the training consultant may choose to discuss the matter with external sources to seek a resolution in accordance with the Fair Work Trading Act.
- **Non-Work-Related Issues** - We acknowledge that sometimes matters unrelated to work will arise and no matter how much we personally try to isolate their effects, parties may require time to address attitude and/or enthusiasm for work and how they relate to other colleagues in the organisation, so they are not personally affected.

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## ***SOCIAL MEDIA & PERSONAL BRAND PROTECTION***

While I respect that social media is sometimes required to promote a Company/Agency Brand, I do not consent to my personal image or details being disclosed for social media, marketing or advertising purposes pertaining to the Company/Agency unless prior approval is sought.

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### **SOCIAL MEDIA POLICY**

I do not authorise the use of personal images on social media platforms used for activities completed for the Company/Agency, this extends to activities outside of normal operational hours and observed by individuals employed on a permanent basis within the Company/Agency.

Failure to respect the use of personal images and privacy may result in further action being taken to protect personal interests.

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### **PROTECTING MY PERSONAL BRAND**

My personal brand is the unique value proposition that I offer, whether it is to your Company/Agency, your clients, your peers, or your network. It is the impression that I create and maintain through my online and offline presence, my communication style, my achievements, and my reputation.

A strong personal brand can help me advance my career, grow my business, or build my influence. However, my personal brand is also vulnerable to external threats, such as negative feedback, misinformation, plagiarism, or cyberattacks.

Any activities or services I provide under contractual agreement are to remain confidential. Positive referral of services only is permitted which are reflected in a manner to boost positive, brand awareness, credibility, trust and authority. I offer the same in return.

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## ***TIME PERMISSIONS & SUPPORT***

One on one training or small group training and advancement will be provided mostly in the Company/Agency premises. Some out-of-office appointments may be required for the purpose of training.

Prior to the appointment, it is recommended that a copy of existing Company/Agency policies and procedures are provided to tailor the training package for new onboarding staff.

Access to shared computer sharing is required to showcase training modules and power point presentations (*Example: large screen television or projector screening*)

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## **TIME PERMISSIONS AND ALLOCATIONS**

**START:** 9:00 AM Monday to Friday

**FINISH:** 3:00PM Monday to Friday

**BREAK TIME:** 30 minutes for lunch.

Regular 5-minute breaks to maximise performance and concentration.

**OUT-OF-OFFICE APPOINTMENTS:** Will be determined and accounted for as required within the allocated timeframe.

**KILOMETERS TRAVELLED:** Charged at \$0.753 per kilometre (for out-of-office appointments where trainers vehicle is utilised)

## ***INVOICING & PAYMENT***

- **TRAINING INVESTMENT:** \$5,500 + GST
- **TRAINING PROGRAM DURATION:** 10 business days from Monday to Friday as per the time provisions outlined herein
- **PAYMENT PROVISION:** 80% deposit of \$4,400 (GST inclusive) is payable within 14 DAYS prior to the scheduled training commencement date, or by invoice due date (whichever occurs first).
- **FINAL PAYMENT:** Final balance of \$1,100 (GST inclusive) is payable upon completion of training with confirmation of payment provided no later than 5:00 PM week ending Friday same day of training completion. Final invoice provided on morning of completion.
- **GOVERNMENT SERVICES TAX:** Individual and business tax are the responsibility of Mia Davis and will be paid in accordance with government requirements.
- Individual ABN details provided for invoicing/tax purposes
- **ADDITIONAL STAFF (4 maximum):** Charged as per the above @ \$2,200.00 per additional staff member (Invoice to reflect number of persons training offered for)

## **3-MONTHS ONGOING SUPPORT**

Ongoing support tailored to individual requirements via Microsoft Teams, phone and email will be provided for 3 months (13 weeks) at no further cost to the client. Support provisions include:

**Microsoft Team Meeting:** 12 weekly appointments following completion of training program at an agreed time scheduled between 9:00 AM to 11:00 AM Monday to Friday.

*\*\*\* Please note that check-in appointments are not to conflict with other client training programs in progress and will be scheduled accordingly.*

**Email Support:** Email response within 24 hours between 8:00 AM to 9:00 AM and 4:00 PM to 6:00 PM weekdays only.

**Phone Support:** Calls returned or answered in a timely manner (within 24 hours) as per the above outlined timeframes.

**Quarterly Check-in (week 13 post training):** In office visit for 5 hours (from 10:00 AM to 3:00 PM) at an agreed date scheduled in advance. 30 days' notice required for appointment rescheduling.



## ***PRIVACY NON-DISCLOSURE***

To perform such duties where business information is accessed to complete the roles and responsibilities expected of your Company/Agency, this information remains confidential and sole property to the Company/Agency.

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### HOW DO WE USE THIS PERSONAL INFORMATION

We use client information to fulfill any instructions placed through your Company/Agency (including processing payment information to complete tasks required).

Additionally, we use this information to:

- Access Company/Agency preferred software to perform property management tasks as per your Company/Agency policies and procedures.
- Communicate with clients on behalf of your Company/Agency.
- Screen requests for potential third party involvement (ie Property Valuations)
- Assigning vendors required to complete authorized maintenance for the clients' property.

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### CONFIDENTIAL INFORMATION

All discussions that you have with my person will be kept private and confidential. Your details, Company/Agency operations and/or policies will always be kept private and confidential.

To assist in this, please do not discuss my contract details with any other Company/Agency employees, this includes my agreed payment and training terms.

## MIA DAVIS PROPERTY MANAGEMENT TRAINING &amp; ADVANCEMENT PROGRAM

***AKNOWLEDGE AND SIGN***

I, \_\_\_\_\_ hereby acknowledge and agree to the terms and provisions outlined herein on behalf of \_\_\_\_\_ (enter Agency/Company name here) for a determined period from \_\_\_\_ / \_\_\_\_ / 20\_\_\_\_ to \_\_\_\_ / \_\_\_\_ / 20\_\_\_\_ as agreed upon by below signed Property Management Mentor & Trainer.

I acknowledge, agree and accept the payment terms and conditions outlined herein on page 15, with final balance payable upon completion of training by 5:00 PM week ending Friday.

\_\_\_\_ x Staff Member/s will participate as per the Property Management Training & Advancement Program.

Training program materials include (PDF and printed versions provided):

1. Top 15 Skills Presentation
2. Property Management Processes & Workflows
3. Property Management Daily Task Reference Guide

Extension of contract is by mutual agreement between the Agency/Company and Property Management Mentor & Trainer, with new terms agreed upon in writing and a new signed contract entered into.

*\*\*\* Failure to meet payment terms and conditions will result in further legal action being taken to recover funds for services rendered with associated costs factored into recovery \*\*\**

**X**

\_\_\_\_\_  
Company/Agency Managing Representative

Date Signed: \_\_\_\_ / \_\_\_\_ / 20\_\_\_\_

**X**

\_\_\_\_\_  
Mia Davis  
Property Management Trainer & Mentor

Date Signed: \_\_\_\_ / \_\_\_\_ / 20\_\_\_\_