TASKS MENU

Property Management & Airbnb

Property Management & Airbnb investors have requested the tasks detail next.

PRO TOP VA

TASKS MENU

Property Management & Airbnb Virtual Assistant

Property Management & Airbnb investors most requested tasks list:

Property Management & Airbnb Virtual Assistant

Customer & Property Management Admin Support

01

Answer calls from new people looking to rent a house/apartment, requesting documents, updates about their applications, etc..

Talk to people who are mainly existing clients/tenants, as well as potential clients.

Report and add any support-related issues into CRM or email the property manager.

Respond to tenants and vendors by phone and email.

Use a VOIP phone, provided by the client, which can be accessed through the computer.

Leads management (filter and sort leads of potential new tenants).

Property Management & Airbnb Virtual Assistant

Basic Bookkeeping

02

Follow up & receive payments.

Create & send receipts to clients who have completed payments.

Categorize expenses from bank accounts and/or credit cards.

Doesn't include professional bookkeeping or software expertise.

Property Management & Airbnb Virtual Assistant

Maintenance Coordinator

03

- Manage Property Software CRM & Data Entry.

- Assign each maintenance request to a specific vendor/contractor.

- Call and follow up with tenants once the maintenance is completed.

- Take very detailed notes of each maintenance request and add them to the system.

- Find the problem and add images/info/details into the system.

- Determine what is an emergency and what's not, and give priority to the emergency.

- Property manager research request (looking up vendors, legal reports, running background reports on new applicants).

Manage Property Software CRM & Data Entry

03

Enter new properties for rent or sold/purchased.

Find key information about each new tenant/owner (Name, email, phone #, etc).

Update 3rd party sites for the property listings. May include Facebook, Craigslist.

Process and handling of rental applicants.

Repetitive data entry (entering online payments or uploading invoices received from vendors).

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(713) 804-4540

protopva.com

info@protopva.com

Property Management & Airbnb Virtual Assistant

Repair Coordinator – Creating Work Orders for Repairs / Invoices

05

Create work orders for repairs/invoices – most contractors are already in the database .

Call and confirm with the contractor that they got the work order.

Attach invoices to the system.

Tenant Management & Follow-up

04

Follow up with tenants, and make sure they have their latest home/rent insurance paperwork filled.

Follow up after each new maintenance request is completed and make sure it was done correctly.

Help tenants register and use the online portal, to avoid having too many calls.

Onboarding meetings with tenants on how to request new maintenance through the portal, pay rent online, etc..

List renewals follow-up with tenants.

Manage (non-emergency) incoming maintenance requests that come from an online system.

Add invoices to the accounting system (Accounts payable entering).

Follow up with existing tenants to switch to automatic payments as default payment method.

Property Management & Airbnb Virtual Assistant
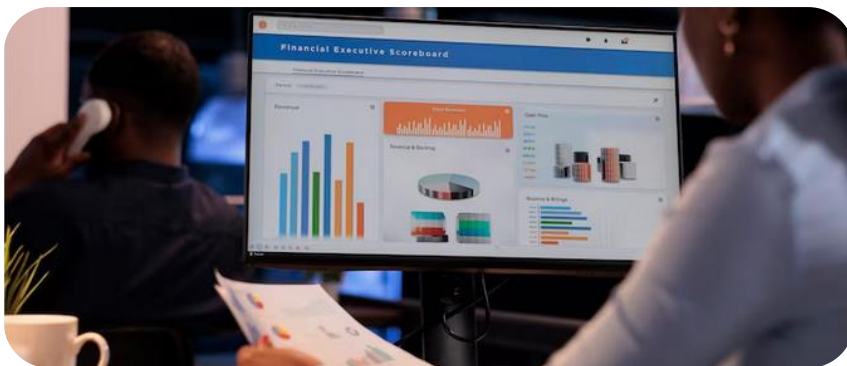
Delinquencies Follow-up

05

- Assist with inputting the information of any new staff member into the payroll system..

- Call the tenant to remind them that it's due and there are late fees.

- If they don't pay, the company starts a legal process to evict them.

Staff Management

The VA will assist with inputting data related to each employee into the Payroll system.

Property Management & Airbnb Virtual Assistant

General Storage Management Duties

06

Implementing inventory control systems to accurately track stock levels.

Organizing and maintaining storage areas to optimize space utilization.

Conducting regular inspections to identify and address any safety hazards or maintenance issues.

Providing training to staff on proper storage and inventory management practices.

Ensuring the safety and security of stored items.

Ensuring compliance with regulatory requirements and safety standards.

Developing and implementing policies and procedures for receiving, storing, and issuing goods.

Monitoring and controlling inventory levels to prevent stockouts or excess inventory.

Coordinating with other departments to ensure timely delivery and receipt of goods.

Developing and maintaining relationships with suppliers and vendors

Managing the budget for storage and inventory management activities.

PRO TOP VA

Property Management & Airbnb Virtual Assistant

Customer Support & Property Management Admin Support

Reply to emails & phone calls.

Pick up the phone, and talk to anyone who needs help.

Report and add any support-related issues into CRM or email the property manager.

Use a VOIP phone, provided by the client, which can be accessed through the computer.

Talk to people who are mainly existing clients/tenants, as well as potential clients.

Respond to homeowners and vendors by phone and email.

Answer calls from new people looking to rent a house/apartment, requesting documents, updates about their applications, etc.

Leads management (filter and sort leads of potential new tenants).

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Basic Bookkeeping 08

Follow up & receive payments.

Other basic bookkeeping tasks.

Create & send receipts to clients who have completed payments.

Doesn't include professional bookkeeping or software expertise.

Categorize expenses from bank accounts and/or credit cards.

Maintenance Coordinator

- Doesn't include professional bookkeeping or software expertise.

- Find the problem and add images/info/details into the system.

- Assign each maintenance request to a specific vendor/contractor.

- Determine what is an emergency and what's not, and give priority to the emergency.

- Call and follow up with tenants once the maintenance is completed.

- Property manager research request (looking up vendors, legal reports, running background reports on new applicants).

- Take very detailed notes of each maintenance request and add them to the system.

STORAGE PROPERTY MANAGEMENT

Manage Property Software CRM & Data Entry

1. Find key information about each new tenant (Name, email, phone #, etc).
2. Update 3rd party sites for the property listings. May include Facebook, Craigslist.
3. Process and handling of rental applicants.
4. Repetitive data entry (entering online payments or uploading invoices received from vendors).

Repair Coordinator – Creating Work Orders for Repairs / Invoices

1. Repair Coordinator – Creating Work Orders for Repairs / Invoices.
2. Call and confirm with the contractor that they got the work order.
3. Attach invoices to the system.

Tenant Management & Follow-up

1. Follow up with tenants, and make sure they have their paperwork filled.
2. Follow up after each new maintenance request is completed and make sure it was done correctly.
3. Help tenants register and use the online portal, to avoid having too many calls.

4. Onboarding meetings with tenants on how to request new maintenance through the portal, pay rent online, etc.
5. List renewals follow-up with tenants.
6. Manage (non-emergency) incoming maintenance requests that come from an online system.
7. Add invoices to the accounting system (Accounts payable entering).

Delinquencies Follow-up

1. Delinquencies Follow-up.
2. Call the tenant to remind them that it's due and there are late fees.
3. If they don't pay, the company starts a legal process to evict them.

Staff Management

1. The VA will assist with inputting data related to each employee into the Payroll system..
2. Assist with inputting the information of any new staff member into the payroll system.

AIRBNB MANAGEMENT

General Airbnb Management Duties

1. Answer guest questions and resolve problems.
2. Send information prior to staying, including house information and rules, check-in instructions, and researched info about the area.
3. Handle updating/streamlining various processes.
4. Schedule room cleanings, maintenance, repairs, laundry services, etc.
5. Create preset messages to respond to frequently asked questions.
6. Manage social media accounts for listings.
7. Create a property listing for you with accurate descriptions and photos.
8. Maintain the property listing by updating essential information.
9. Confirm booking requests and send welcome messages.
10. Create a comprehensive house rules document.
11. Answer queries before and after the check-in.
12. Make sure your guests have a smooth check-in and send welcome messages.
13. Share the accurate address and route to your property.
14. Guide the guests if they need assistance during the transit.

15. Track cancellation requests over the phone and updates the calendar.
16. Make sure your guests leave reviews and handle negative reviews.
17. Track rescheduling requests and delayed arrivals.
18. Keep your guests informed about any urgent information .
19. Like a new construction starting next to your property.
20. Create guest resources like emergency exit plans, emergency contact information, and local tourist attractions.

Airbnb Booking Manager

1. Airbnb Booking Manager.
2. Handle guest service inquiries.
3. Maintain relationships with vendors.
4. Create contracts for services and products.
5. Track all bookings and maintain a calendar of events.
6. Ensure all bookings are accurate and up-to-date.
7. Monitor customer feedback to ensure satisfaction.
8. Assist in marketing events or services.

Book A Call

Property Management & Airbnb

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