

“Smooth Sailing”

Managing time and priorities in your day-to-day operations.

Presented by Bette Newcomer, Director of Compliance
M&L Compliance Management

Property Management



What my friends think I do.



What my mom thinks I do.



What residents think I do.



What my boss thinks I do.



What I think I do.



What I actually do.



Property Managers already know . . .

- ▶ You touch every aspect of the community on a professional, as well as, personal level.
 - ▶ You don't set your day, the day sets you.
 - ▶ You need to juggle numerous responsibilities.
 - ▶ No day is "normal". Any given day can end up funny or tragic.
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Things Property Managers tend to forget . . .

- The Property Manager sets the tone of the property.
 - Present a professional, positive attitude.
 - Be patient.
 - Be honest. Don't be afraid to say, "I don't know"; but, attempt to find the answer or solution.
 - Don't make promises you can't keep; follow through on promises you do make.
 - Kindness goes a long way. You may be the only kind person the individual in front you meets today.
 - You can be friendly with your tenants, but you cannot be their friend.
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Things you can do to help your days go more smoothly . . .

- Organization is key. Build each workday around a simple plan that allows you to complete priority tasks first thing in the morning.
- Have a desk (operating) manual to refer to. Document exactly what you do and how you do it. This also helps someone who may need to fill in for you in the event you are on vacation or out for an extended period of time.
- Be neat and orderly. Everything has a place and should be kept in it's place. File things on a regular (daily) basis.
- Focus on one thing at a time. (Easier said than done.)



➤ Schedule your time.

- Use a calendar. Once it's on a calendar, you can think less about everything you have to do and pay attention to the one thing you need to do right now.

➤ Schedule appointments.

- If someone shows up unexpectedly and has a need that will take longer than a few minutes, set up an appointment – a time specifically designated to that person and his/her issue.
- If someone shows up more than 10 or 15 minutes after the scheduled time and you have other tasks pending, re-schedule. Hold people responsible for being on time. If you are going to hold others responsible, you must also be responsible and be on time.
- If something unexpected comes up and it must be attended to immediately and you have an appointment scheduled, take the time to call and reschedule.



Be Proactive, Not Reactive . . .

- ▶ Create a system for jotting down notes.
 - ▶ How many times does a thought pop into your head of something you need to take care of and then the phone rings and you totally forget what you needed to take care of.
 - ▶ Screen your tenants well.
 - ▶ Taking shortcuts in the screening process, can lead to big headaches later on.
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- Keep a yearly schedule of when things are to be done:
 - Recertification schedules
 - Property Inspections
 - Fire/Sprinkler Inspections
 - Elevator Inspections
 - Contract Expiration/Renewal Dates
 - Add/Update/Remove from your calendar, as necessary.
 - Keep track of 30-day notices and turnover units.



What does this all look like?

- ▶ Start your day on time.
 - ▶ Set aside at least the first 30 minutes of each day to turn office equipment on, check and respond to phone messages, email and regular mail. Check your calendar.
 - ▶ If you arrive at work at 8:00 a.m.; start your office hours at 8:30 or 9:00 a.m.
 - ▶ Set a regular time after lunch or early afternoon to again check and respond to messages, e-mail and regular mail.
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- If possible, set aside a specific time to work on important paperwork (move-ins, recerts, rents).
 - One afternoon/week; or one full day every two weeks.
 - Close the office during this time.
 - Let your residents know you may be in the office, but you cannot be disturbed during these hours.
 - Focus on your task at hand.



There is no “I” in Teamwork

- If you manage staff, keep them in the loop. Try to have weekly meetings with your team (office support staff, maintenance, custodial, supportive services). Keep meetings brief and on task.
- All managers need to be communicating regularly with maintenance staff regarding 30-day notices, turnovers and repairs.
- Communicate with your Supportive Services Coordinator. Let the SSC know if a tenant is having problems with paying rent, housekeeping, memory issues, etc.
- Don't “assume” that because you know something, other team members know, too.



Some Final Thoughts . . .

- Procrastination is your enemy. Don't put off until tomorrow, what can be done today.
- Don't be afraid to delegate. If possible, let other's assist you. The world has plenty of martyr's.
- Don't worry about tomorrow. Tomorrow will have worries of it's own; be present today.
- Life is short! Take pleasure in the good days and forget the bad days.

Last but not least . . .



**YOU IS KIND.
YOU IS SMART.
YOU IS IMPORTANT.**