



Ailo

## Recruitment pack

Attract and retain the best team by giving property managers the job they want, and the tools to do it well.

## Resources

- ✔ Job Ad: Ailo Description 2
- ✔ Job Ad: Full Template 3
- ✔ Recruiting Ads - Social Media Tiles 5
- ✔ Email to Send to Candidates 8
- ✔ Cross these 25 Tedious Tasks off Your To-Do List 9
- ✔ What It's Like Working for an Agency on Ailo? 10

**“It’s no secret that recruitment in the property management industry is incredibly tough right now...**

**Ailo definitely gives us a competitive edge... We finally got a tough hire across the line by bringing Ailo into the interview process,”**

Maryann Buston

RAY WHITE INNER BRISBANE APARTMENTS

[Read Maryann’s story here](#)



# Job Ad

## AILO DESCRIPTION

### What makes us different?

**We believe property management is about so much more than finding tenants, collecting rent and fixing broken dishwashers. It's about turning a home into a great investment.**

That is why we have invested in a groundbreaking property management system called Ailo, the only technology platform on the market designed to help our industry focus on what matters: the strength of our relationships with our customers, our suppliers, and our team.

Ailo will handle the payments and accounting, pull together all of your communication into one place, create simple integrated workflows and tasks lists for our team, and help you deliver a more personalised service and innovative new offerings to clients – all in a single platform. That way, our team can play to our strengths and focus on the job we love: managing relationships and not transactions.

We will begin to roll out Ailo later this year and are looking for property managers who share our passion for real estate and our vision for bringing a customer-first approach back into our industry!

# Job Ad: Full Template

## THE ROLE

We are seeking an experienced and knowledgeable Property Manager to join our team. You will be responsible for managing properties, building client and supplier relationships, and overseeing all aspects of tenant relations. Our ideal candidate must have a deep understanding of property management coupled with strong interpersonal skills. Your goal is to drive customer satisfaction and retention through the relationships you build.

At {{Village Realty}} we use the property management platform Ailo, which effectively eliminates the low value and time-consuming aspects of a traditional property manager role helping you focus on building relationships with clients. Ailo will help you communicate with your clients, colleagues and contractors, work smarter (not harder), and deliver a level of customer service the industry has never seen before.

## YOUR DAY-TO-DAY

- Trusted advisor to our highest value customers, building a deep understanding of the market and sharing these insights
- Monitor customer health and work proactively to ensure our customers' issues and questions are resolved in a timely manner, reducing customer churn
- Work hand-in-hand with tenants to ensure their satisfaction, including creating a system of regular communication.
- Provide account transparency by tracking customer data in Ailo, our PM software, and use this data to identify and mitigate any risks or opportunities proactively
- Provide important customer insights to the Sales department to increase customer lifetime value
- Drive usage of the Ailo app into our portfolio of customers to increase their satisfaction
- Build and own relationships with high-quality contractors and suppliers to coordinate timely and high quality repairs and maintenance
- Keep abreast of industry advancements, best practices, and changes that impact the property management industry

## YOUR SKILLS

- Relationship management: Customer focused with natural ability to engage, build relationships and understand the needs of our clients
- Communication: Exceptional written and verbal skills
- Integrity and Trustworthiness
- Problem solving: You have a bias towards action, are a good project manager, and are resourceful to get the job done.
- Negotiation: Possess strong lease, payment and supplier negotiation skills, know when to tough it through or compromise to reach agreement
- Curiosity: You are curious about the property market and how it works, and have a willingness to learn, innovate, adapt, solve new problems, and dream big!
- Proficient knowledge and understanding of the Residential Tenancies Act 2010

## WHAT MAKES US DIFFERENT?

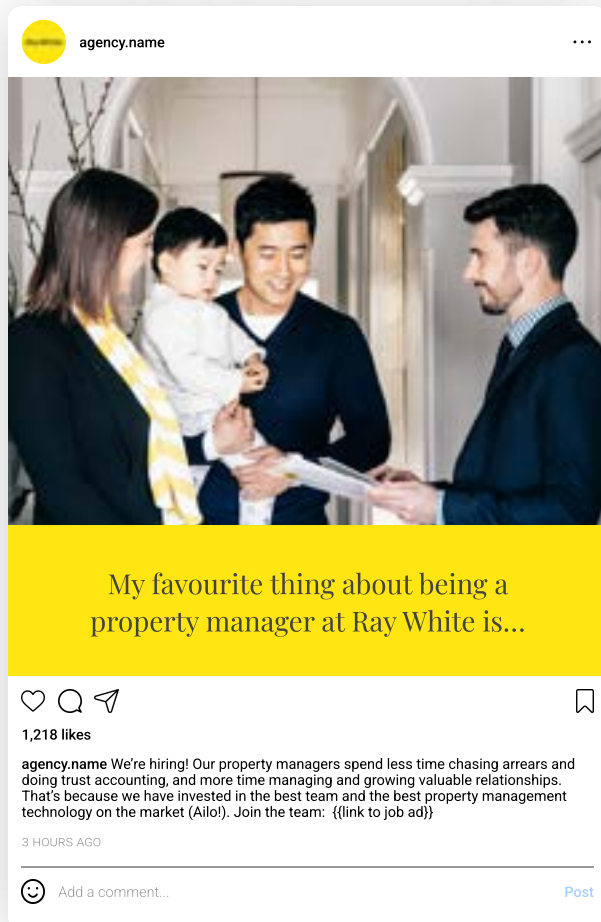
We believe property management is about so much more than finding tenants, collecting rent and fixing broken dishwashers. It's about turning a home into a great investment. That is why our property management team uses Ailo, the only technology platform on the market designed to help our industry focus on what matters: the strength of our relationships with our customers, our suppliers, and our team.

Ailo handles the payments and accounting, pulls together all of your communication into one place, creates simple integrated workflows and tasks lists for our team, and helps us deliver a more personalised service and innovative new offerings to clients – all in a single platform.

Because we've invested in Ailo, our property managers spend less time chasing arrears and doing trust accounting, and more time managing and growing valuable relationships. We are committed to bringing a customer-first approach back into the property management industry – join us!

# Social Tiles: Job ad templates

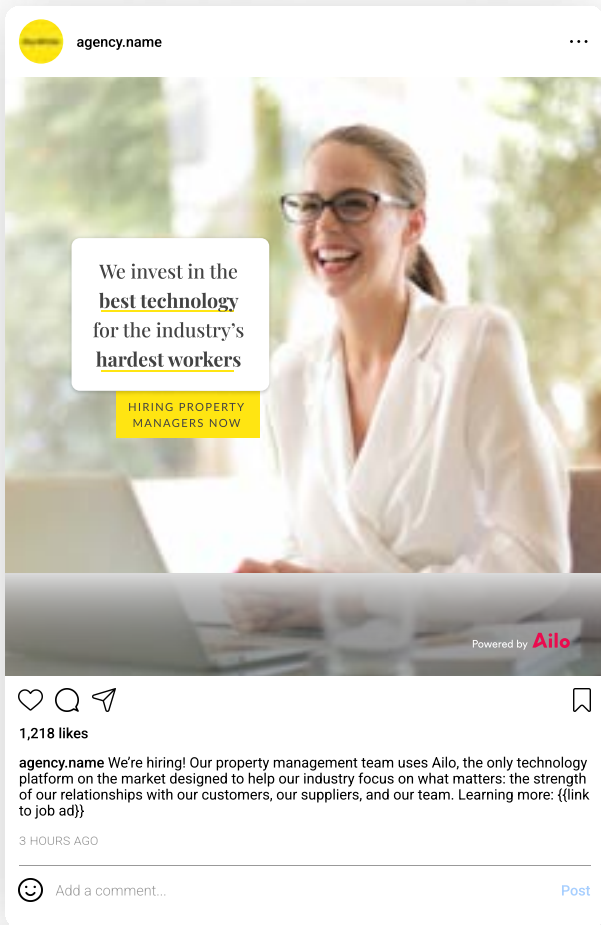
## Post #1



### COPY

We're hiring! Our property managers spend less time chasing arrears and doing trust accounting, and more time managing and growing valuable relationships. That's because we have invested in the best team and the best property management technology on the market (Ailo!). Join the team: {{link to job ad}}

# Post #2

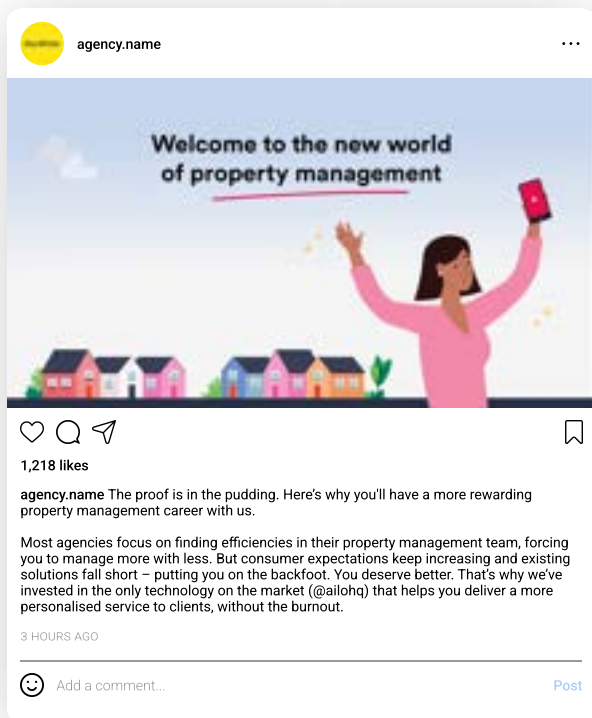


## COPY

We're hiring! Our property management team uses Ailo, the only technology platform on the market designed to help our industry focus on what matters: the strength of our relationships with our customers, our suppliers, and our team. Learning more: {{link to job ad}}



## Post #3



## CONTENT

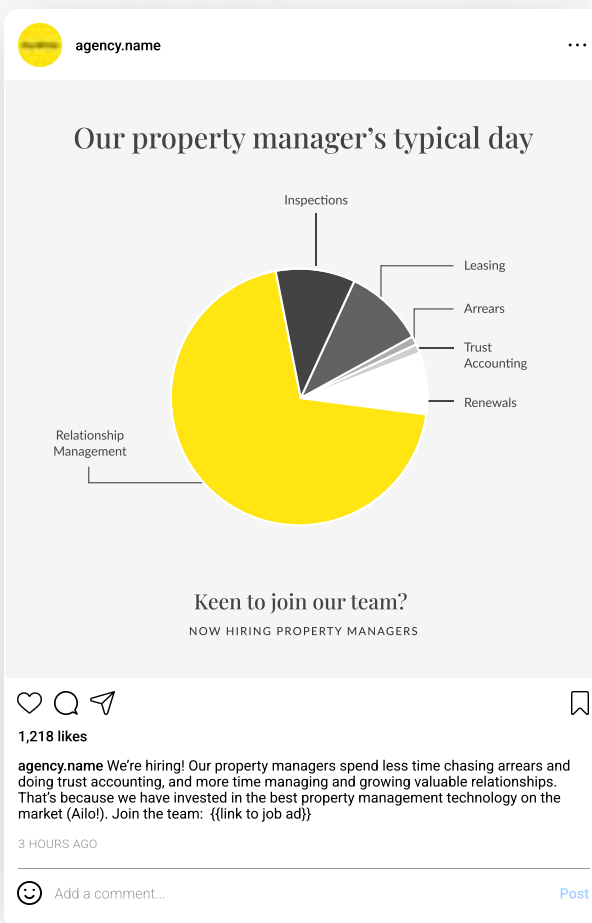
<[https://youtu.be/UOBGw\\_8tWLg](https://youtu.be/UOBGw_8tWLg)>

## COPY

The proof is in the pudding. Here's why you'll have a more rewarding property management career with us.

Most agencies focus on finding efficiencies in their property management team, forcing you to manage more with less. But consumer expectations keep increasing and existing solutions fall short – putting you on the backfoot. You deserve better. That's why we've invested in the only technology on the market (@ailohq) that helps you deliver a more personalised service to clients, without the burnout.

## Post #4



## COPY

We're hiring! Our property managers spend less time chasing arrears and doing trust accounting, and more time managing and growing valuable relationships. That's because we have invested in the best property management technology on the market (Ailo!). Join the team: {{link to job ad}}



# Email to Send to Candidates

Hi {{name}},

Thank you so much for your interest in the {{Property Manager}} role at {{Village Realty}}.

Ahead of our meeting on {{date}}, I wanted to send you some more information about our culture, our unique approach to property management, and the technology and tools we work with that give us a competitive edge. Here's what makes us different:

- **We invest in the best tools and technology.** We use a platform called Ailo that handles the payments and accounting for you, pulls together all communication into one place, creates simple integrated workflows and tasks lists for our team, and helps us deliver a more personalised service and innovative new offerings to clients – all in a single platform. This video provides a great snapshot: [Introducing Ailo to Property Managers video \(watch here\)](#).
- **We have built a team of relationship managers.** Attached is an example of 25 typical property management tasks you won't do anymore as part of your role, including managing payments and constantly chasing arrears.
- **We are focused on transparency and collaboration.** Our systems are built around transparency, collaboration and compliance. That means when you're on leave or unavailable anyone from the team can step in to keep things moving. This video provides a great snapshot: [Projects in Ailo](#).
- **We have happier landlords, and easier to manage tenants.** We provide more transparency, more choice, and access to more services than any other agency in our market. Attached is a great example of how our agency's level of service really differs from the traditional or classic property management approach.

Looking forward to connecting with you later this week.

Cheers,  
{{name}}



# Cross these **25 tedious tasks** off your to-do list permanently

## Managing payments & accounting

- ❑ Daily receipting, bank reconciliation, and writing cheques
- ❑ Chasing rejected BPAY payments
- ❑ Mid and end-of-month statement runs
- ❑ Chasing unidentified deposits and reversing dishonoured rent
- ❑ One-off disbursements for investors

They control their cash flow and can choose to get paid as soon as rent is paid

## Tenancy lifecycle

- ❑ Checking the trust continuously to see when an applicant pays their deposit
- ❑ Calculating and communicating the final rent payment to tenants before a property is vacated
- ❑ Refunding overpaid rent and fees when a tenant pays past the vacate date
- ❑ Fielding paid-to date enquiries
- ❑ Wasted time manually processing Centrepay payments, receipting and credits. We do it all.

Request a deposit directly in Ailo, and we'll keep you up-to-date on when the payment has cleared

Ailo won't receipt overpaid rent after the vacate date

## Managing your day

- ❑ Scrolling through rent review reports full of expired leases
- ❑ Cobbling together a mismatch of reports to see if you've hit weekly targets
- ❑ Triple checking you've charged the right event-based fees
- ❑ Following up to check your colleague completed the task you assigned them
- ❑ Tracking signatures in multiple logins to complete a lease
- ❑ Managing tasks with a jumble of third-party apps that don't talk to each other, and other workarounds

Schedule periodic agreements to review again on a specific date

## Managing bills & suppliers

- ❑ Alerting an investor and managing trades when rent won't cover an upcoming bill
- ❑ Processing bond refunds even for extra repairs or cleaning
- ❑ Facilitating part-payment on large invoices, so repairs aren't delayed
- ❑ Asking owners of vacated or sold properties to cover bills by doing an EFT to trust, so you can disburse bills and issue statements

Investors can easily nominate a credit or debit card on Ailo

## Communication

- ❑ Phone tag and lost emails
- ❑ Trying to figure out the history of a property usually managed by one of your colleagues

Your conversations are all in one place finally, so you don't go down an endless rabbit hole

## Arrears management

- ❑ Validating whether a renter actually paid
- ❑ Calculating rent increases to the adjusted day, and then chasing any shortfalls
- ❑ Chasing arrears

View properties and chats from other teams, so you can go on holiday finally! without your portfolio falling apart when you're gone

"I'm looking at your account and there is no pending payment. I'll stay on the line while you open Ailo and cry again."

# What it's like working for an agency on Ailo

## Welcome to the **new world** of property management

In real estate, the quality of your relationships is everything. Retention is just as important as acquisition, and delivering more personalised service is critical to meeting consumers' increasing expectations.

Agencies using Ailo spend less time chasing arrears and managing trust accounting transactions, and more time building relationships to create happier landlords and easier to manage tenants.

Be the best property manager you can be

### LEGACY

Collect rent and disburse it fortnightly or monthly

Chase arrears

Send monthly statements

Cover your bills with rental income, when rent is available

### THE NEW BETTER WAY

Give landlords the option to automatically pay rent into their offset account (or split across accounts) within minutes of their tenant's payment clearing.

Make it easier for tenants to pay on time by offering additional payment methods (ask us about our industry-leading arrears rate!).

Deliver on-demand access to live ledgers, so your clients can see upcoming bills or when their tenant pays rent even before it's cleared by the banks.

Give landlords the option to pay bills via debit card, direct debit or credit card to collect rewards points, and to smooth larger costs like compliance and tax depreciation services into simple monthly fees.

### LEGACY

Build relationships with local trades

### THE NEW BETTER WAY

Support your strong network of quality trades with faster payments, so they're more likely to prioritise jobs because they don't have to wait weeks to be paid.

Send an easy-to-read ECFY statement, which includes all property expenses no matter how your tenants paid for them so their tax time is hassle-free.

Use the Ailo app to get back to tenants and landlords quickly, even if you're on-the-go. Plus, our systems built around transparency, collaboration and efficiency, so if you're on leave or unavailable one of our team can step in to keep things running.

Help your clients be great property investors by providing them with access to more cash flow options, easy-to-use tools to streamline their tax reporting, and peace of mind knowing their property is always taken care of.