RD PM TRAINING
Property Management Consulting & Training

CAPABILITY BROCHURE

# Experienced support when your property management team needs it.

**Temporary PM Support | Agency Training | Operational Support**

Whether you're covering leave, dealing with a staffing gap, supporting a new team member or simply need an experienced set of hands to get things back on track, RD PM Training provides practical, flexible support tailored to your agency.

**When your team needs experience, capacity or a fresh set of eyes, I can step in.**




RENEE DUNSTAN

**Licensed Estate Agent | Property Management Specialist**

Melbourne | Ballarat | Geelong | Regional VIC


**Practical support.**
**Real property management experience.**
**Flexible when you need it.**

# Property management support, without the long-term commitment.

Property management doesn't always go to plan. People take leave. Staff resign.Recruitment takes longer than expected. Portfolios fall behind. New team members need support. Sometimes an experienced outside perspective is exactly what the business needs.
That's where I come in.

### TEMPORARY PM SUPPORT

Experienced portfolio coverage when your team needs it.

- Staff resignation and recruitment gaps
- Annual and extended leave coverage
- Day-to-day portfolio management
- Arrears, VCAT and complex matters
- Maintenance, leasing and client communication
- Portfolio catch-up and transition support

### TRAINING & COACHING

Practical training for the real world of property management.

- New PM onboarding and mentoring
- Arrears and VCAT processes
- Victorian rental compliance
- Time, task and inbox management
- Difficult conversations and client communication
- Portfolio organisation and practical PM processes

### OPERATIONAL SUPPORT

Experienced support to help get things back on track.

- Workflow and operational reviews
- Portfolio structure and workload management
- Procedures and documentation
- Compliance and arrears processes
- PM systems and workflows
- Leadership and team support

**Someone leaves unexpectedly?**
I can step into the portfolio while you recruit, helping maintain continuity for your team, rental providers and renters without rushing your next permanent hire.

## SYSTEMS & PLATFORMS

Ready to work inside the tools your team already uses.

**PROPERTY MANAGEMENT**

PropertyMe · Property Tree

**INSPECTIONS & LEASING**

Inspection Express · Inspect Real Estate

**PROPERTY DATA & RESEARCH**

RP Data · PriceFinder

**COMPLIANCE & INDUSTRY**

RTBA · VCAT · REA Forms · Annature (AML)

**BUSINESS & PRODUCTIVITY**

Microsoft 365 · Microsoft Teams · Canva

# I've actually done the job.



I've spent years working inside property management businesses, from managing portfolios through to leading teams and overseeing property management operations.

I've dealt with the things that don't always make it into the training manual: difficult clients, overwhelmed PMs, arrears, VCAT, Magistrates' Court matters, compliance, insurance and building claims, recruitment, procedures, complaints and the everyday operational challenges of running a rent roll.

So when I walk into an agency, I don't need property management explained to me. **I can get in, understand what's happening and start helping.**

> **"I can step in, get up to speed quickly and start helping."**

## EXPERIENCE AT A GLANCE

- **Portfolio Management**
- **Team Leadership**
- **PM Operations**
- **Arrears**
- **VCAT**
- **Magistrates' Court**
- **Compliance**
- **Insurance & Building Claims**
- **Recruitment**
- **Training**
- **Procedures & Systems**

**Flexible by design.** Every agency is different. You might need someone for a few weeks while you recruit, a new PM who needs extra support, help with arrears, workload or processes, or simply an experienced perspective on what could work better. **The support is built around what you actually need.**

# Flexible support. Clear pricing.

No complicated packages and no one-size-fits-all approach. Support is tailored around the role, your team and what you actually need.

01

## TEMPORARY PM SUPPORT

### $55 to $70 + GST / hour

Flexible short and medium-term support. Rates are tailored to the level of responsibility, assignment requirements and length of engagement

02

## AGENCY TRAINING

### From $750 + GST

Tailored 2 to3 hour sessions designed around your team's needs, with practical property-management-specific training.

03

## OPERATIONAL SUPPORT

### Quoted to suit the scope

From targeted support through to workflow, portfolio and operational reviews. Scope and pricing are agreed before work begins.

**NEED SOMETHING A LITTLE DIFFERENT?**
Every agency is different, so support can be tailored around your team, portfolio and current challenges. Travel requirements and additional preparation or resources may be quoted separately where applicable.

## Need an extra pair of experienced hands?

Let's have a chat about what's happening in your business and where I can help.

**Renee Dunstan** | RD PM Training
**0424 134 399** | **RDPMTraining.com.au**
Melbourne | Ballarat | Geelong | Regional VIC

SCAN TO CONNECT