

Applicant: _____ Interview Date: _____

Agents Representative Certificate: Yes No REIV Member: Yes No

Employment Status: _____ Employer: _____

If Employed, notice required? _____ Availability: _____

Previous Real Estate Leasing Experience: Yes No Years / Months: _____

Current Victorian Driver's License: Yes No Years / Months: _____

Q1./ Tell me about yourself and what personal qualities you feel you possess?
What are your major strengths & attributes?

Q2./ Why have you elected to apply for a PM Assistant / Leasing Assistant position
and why do you want to work in Real Estate?

Q3./ What do you know about **Best Practice Real Estate** and the role of the PM Assistant / Leasing
Assistant? What did you learn about **Best Practice Real Estate** from the Company website?

Q4./ Once you read through the Schedule of Duties, were there any points that you
wanted clarified or had any questions about?

Q5./ After reading the Schedule of Duties, can you give me a summary / overview of what you think the role is and where it fits within the Company?

Q6./ Were there any tasks in the role that you felt you would struggle with, or need a lot of training?

Q7./ How well do you know the different Acts that Govern the Real Estate Industry - such as the Residential Tenancies Act 1997, Privacy Act & Privacy Guidelines, Estate Agents Act 1980, Sale of Land Act 1962, Trust Account Guidelines?

Q8./ Tell me about your previous work experience, and in particular your experience as a PM Assistant / Leasing Assistant?

Q9./ What areas of your work do you need to improve in?
What are you currently doing to improve these skills?

Q10./ What were the circumstances and reason why you left / leaving your last role and would your Employer provide you a good reference?

Q11./ Tell me about your typing & computer skills, and what Real Estate Software Programs you have experience with, i.e. PropertyMe / Property Tree / Maintenance Manager / Inspect Real Estate / Inspection Express / Agent Box or any other Agency software you may have previously used

Q12./ Tell me about your experience in loading properties on the Internet? And what software you have used (proficiently) - www.realestate.com.au, www.domain.com.au, www.inspectrealestate.com.au, or any other bulk uploader

Q13./ Tell me about a time when you had to multi task - how did you handle it?

Q14./ Tell me about a time when you have been under pressure (in a work environment) and how you managed it?

Q15./ If you were given 3 tasks at once from 3 different Managers, how would you go about completing the tasks? Can you tell me about a time when you have been in this situation?

Q16./ What would you do if a Residential Rental Provider called and asked you for the name and contact number of the Renter in his / her current property?

Q17./ What would you do if a Renter walked into the office and gave you the keys to their property and said that they had just moved out, even though their Rental Agreement / Lease had not expired?

Q18./ Our office has a "No Cash Policy". What would you do if a Renter arrived to pay rent with part cash and part cheque, and that they insisted that you accept the cash, because cash had been accepted by other Agencies when they rented previously? How would you handle this?

Q19./ Can you remember a time when you made a mistake relating to your work and how you managed the situation?

Q20./ Have you ever been in a situation where you have not got along with other Staff or your Manager / Director, and how did you handle it? How easily are you to get along with at work and have you had problems in other work environments?

Q21./ Can you recall a time when you had to deal with an angry Customer / Renter / RRP - explain how you resolved the situation and the outcome?

Q22./ Do you have short & long term Employment plans (goals), and how does this role and **Best Practice Real Estate** fit in with these plans? Explain

Q23./ What other roles have you been applying for? How many interviews have you attended and how did they go?

Q24./ How long do you think a person should work as a PM Assistant / Leasing Assistant before being promoted?

Q25./ What is your understanding of a sick day and when would you think a person should take a sick day? Also when you have taken a sick day previously, how did you inform your Manager / Director?

Q26./ How would rate your punctuality and attendance history? And how would your current / former Manager / Director rate your punctuality and attendance history?

Q27./ RESIDENTIAL TENANCIES ACT 1997

a.) How would you rate your knowledge of the Residential Tenancies Act 1997?

b.) How often do you refer to the RTA?

c.) Do you think that the Residential Tenancies Act is important for a PM Assistant / Leasing Assistant in their role? Give an example when you think the PM Assistant / Leasing Assistant would need to refer to the act?

Q28./ SECURITY BOND / R.T.B.A.

a.) How would you rate your knowledge of the process for a Residential Tenancy Bond?

b.) How much bond does a Renter have to pay?

(1) Whatever amount the Renter can afford & you can negotiate at the time?

(2) Properties less than \$900 p/w?

(3) Properties greater than \$900 p/w?

(4) Furnished properties - irrespective of the rent amount?

(5) The amount stated on the Management Authority

c.) When we receive a bond from a Renter, where do we have to send it to be banked?

d.) If we request that a Renter pays a security bond, do we have to provide them a Condition Report?

Q29./ TRUST ACCOUNT & BANKING PROCEDURES

a.) How would you rate your knowledge of the way in which Trust Account money is to be handled?

b.) If we receive rent from a Renter in the mail at 2pm on a Tuesday, when does that rent have to be banked?

c.) If it is not banked on that day, who do we need to notify and explain the reasons why?

Q30./ RESIDENTIAL RENTAL AGREEMENT

a.) Can you explain your understanding of a Residential Rental Agreement, and who is the agreement between?

b.) What is the difference between a Fixed Term Rental Agreement and a Periodic Rental Agreement?

c.) What are the Renter's options at the conclusion of a Fixed Term Rental Agreement?

Q31./ PERIODIC TENANCY INSPECTIONS

a.) What is the purpose of conducting a Periodic Tenancy Inspection at a property?

b.) How many times a year is a Real Estate Agent allowed to inspect a rental property?

c.) What is the Agency's responsibility for letting the Renter know about the inspection - what is the notice period, and how should the Renter be informed of the inspection?

Q32./ CONDITION REPORTS – INGOING & VACATING

a.) Can you explain what is your interpretation of an Ingoing Condition Report and what the purpose of the report is for?

b.) When should you give a Renter a copy of the Ingoing Condition Report?

- (1) *Before they sign the Rental Agreement*
- (2) *Before they collect the keys*
- (3) *Before they take possession of the property*
- (4) *Within 7 days of then Renter moving into the property*

c.) Can you explain what is your interpretation of a Vacating Condition Report and what the purpose of the report is for?

Q33./ RENTAL ARREARS

a.) From these examples, explain when a Renter is in arrears with their rent payment

(1) If they pay 3 days after their rent due date

*(2) If they partly pay rent before the due date
and the balance after the due date*

*(3) If they pay the full amount on or before
the due date as cleared funds*

(4) Within 15 days of their due date

b.) Explain what the Agency's responsibility is to the RRP for pursuing Rental Arrears? Can you explain what your understanding is of the 5 Strike process that Agents now need to follow?

c.) What is the trigger period for Renters to be in arrears, before the Agency can apply to VCAT for a Possession Order?

Q34./ What training do you think the Company should provide you to fulfill your role?

Q35./ Apart from money, what is important to you when it comes to work?

Q36./ **Best Practice Real Estate** has a set of Core Values, which include Integrity / Respect / Accountability & Excellence. Can you give me your view of why these core values would be important in a Real Estate Office?

Q37./ In conclusion, in a few short sentences tell me why we should hire you for this role?

Interviewer's Next Steps:

- Answer any questions that the Applicant may have prepared
- If suitable, then arrange for a trial
- Request permission to speak with Referees
- Confirm a time that you will let the candidate know of the outcome