

Switching Property Managers in Canberra — A Complete Guide

Everything you need to know before, during and after switching

A step-by-step guide for ACT landlords who are considering changing property managers. Covers when to switch, how to review your current management agreement, what the handover process involves, what your rights are, and how to choose the right replacement property manager for your Canberra investment property.

Is it time to switch?

Switching property managers feels like a bigger undertaking than it actually is. In reality, a well-managed handover causes no disruption to your tenants, no gap in rent collection, and no administrative burden on you. The process typically takes five to seven business days.

The more important question is whether your current property manager is genuinely serving your investment. This guide helps you make that assessment and then walks you through the switching process step by step.

1. Signs it is time to switch property managers

Warning sign	What it means for your investment
Phone calls or emails not returned within 24 to 48 hours	Communication breakdown leads to maintenance delays, missed rent, and tenant dissatisfaction
Rent reviews not conducted annually	You may be significantly below market rent — losing hundreds of dollars per week
Inspection reports are vague, infrequent, or without photos	You have no visibility of your property's condition
You do not know who is managing your property day to day	Staff turnover in large agencies means your property gets lost in the portfolio
Maintenance is slow or not followed up	Deferred maintenance becomes expensive and creates legal exposure
You receive surprise invoices or unclear financial statements	Hidden fees and lack of transparency erode your return
Tenant turnover is high	May indicate poor tenant screening, poor communication, or below-market rent reviews
Your agent pushes you to sell	Large agencies prioritise sales — management portfolios are deprioritised when the sales market is active

2. Reviewing your current management agreement

Before you switch, locate and read your current property management agreement. Key things to check:

- ✓ **Notice period:** Most ACT management agreements require 30 to 90 days notice to terminate. Some have a minimum term (often 12 months) with an early termination fee. Check yours carefully.
- ✓ **Termination clause:** What are your grounds for termination? Many agreements allow termination with notice only — you do not need to give a reason.

- ✓ **Early termination fee:** If you are within a minimum term, there may be a fee. This is typically one to three months management fees. Weigh this against the ongoing cost of poor management.
- ✓ **Exclusive agency clause:** Some agreements include a clause preventing you from appointing another agent for a period after termination. Check whether this applies.
- ✓ **Transition obligations:** The agreement should specify what the outgoing agent must provide on termination — keys, documents, ledger, tenant details.

3. Choosing your new property manager

Before you appoint a new agent, ask these questions. The answers tell you everything you need to know:

Question to ask	What the answer reveals
How many properties does each property manager in your team manage?	Industry best practice is 100 to 150. Above 200 means your property may not receive adequate attention.
Will I always deal with the same person?	Dedicated managers outperform rotating teams. You want a named contact.
How do you handle maintenance?	Look for: same-day response to urgent issues, documented process, no markup on tradespeople.
Can you show me a sample inspection report?	A professional report has photos, detailed condition notes, and maintenance recommendations.
What are all your fees?	Ask for a written fee schedule. If they hesitate, that tells you something.
What CRM and owner portal do you use?	Modern platforms (OurProperty, PropertyMe) give you real-time visibility.
Can you provide references from current landlords?	A confident, quality agency will say yes without hesitation.

4. The switching process — step by step

Step	Who does it	Timeframe
You sign a new management authority with your new agent	You (five minutes)	Day 1
New agent issues termination notice to outgoing agent	New agent — Jaira handles this entirely	Day 1 to 2
Outgoing agent acknowledges termination and provides handover date	Outgoing agent	Within notice period (usually 30 days)
Outgoing agent provides all documents — lease, condition report, keys, ledger	Outgoing agent	On handover date

New agent contacts tenant, introduces themselves, and onboards to new portal	New agent	Handover day
Rent collection transfers to new agent's trust account	New agent coordinates with tenant	From next rent payment
New agent conducts introductory inspection and reviews property condition	New agent	Within 30 days of handover

The most common concern — "Will it disrupt my tenant?" No. A professional handover is seamless from the tenant's perspective. They receive a letter introducing the new agent, their rent payment details are updated, and they are onboarded to the new portal. In most cases, tenants appreciate the introduction of a more responsive manager.

5. What to expect from Jaira Properties on day one

When you switch to Jaira Properties, here is exactly what happens from our side:

- ✓ Jugal personally reviews your existing tenancy documentation on receipt
- ✓ We contact your tenant in writing introducing Jaira Properties as the new manager
- ✓ We onboard your tenant to the OurProperty tenant portal
- ✓ We update rent payment details and confirm the first receipt
- ✓ We conduct an introductory property inspection within 30 days
- ✓ You receive access to your OurProperty landlord portal with all documents stored
- ✓ We conduct a rent review and advise you on whether your current rent reflects current market

Switching to Jaira Properties is simple, fast, and causes no disruption to your tenants or your rent. Contact us today for a free appraisal and we will walk you through the process. jaira.com.au | Offices in Phillip and Gungahlin — jaira.com.au | Offices in Phillip and Gungahlin

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