

Sample Property Management Call Scripting

Our answering service and call center scripting is 100% customizable, allowing property management companies to structure accounts that meet their needs. Property Answer allows you to completely customize your account for complete transparency. You set the parameters of your account so we can operate under your individual instructions, handling calls the same way you do.

While some may only need after-hours maintenance support, others may need a 24 hour call center to answer every call made to their office. These two accounts would have radically different scripting. You may simply need us for after hours emergency screening, overflow during office hours or as a virtual receptionist 24/7. Instructions can differ after hours and non-emergency calls held for next business day.

Below you'll find a very basic property management call center script, which is used as a starting point for new accounts and to give potential clients an idea of what is possible. The script below provide a basic idea of how we can set up your account. We can also use your scheduling system to book showings and offer a more enhanced service.

Greeting/Answer Phrase:

Thank you for calling (company name), Anne speaking, how may I assist?

Call Screening:

After we answer your line we choose call type and will only secure information as outlines by you.

Call Types

- Rental/Leasing Inquiries
- Maintenance Calls
- General Office Calls/Payment Calls

Rental Inquiry Example:

This is a sample only of a potential tenant calling in to inquire about your units. You can add or remove any information you like. We can also link available units from your website to provide additional details.

"May I have your first and last name please?"

“The best number for someone to call you.”

“How many bedrooms do you require?”

“Can I ask your price range?”

“When are you looking to move in?”

Closing”

“I will get in touch with an agent and they will be calling you back as soon as possible. Thank you for calling.”

Urgent and Non-Urgent Maintenance Calls:

The list below includes common urgent maintenance calls from your tenants. In the event on a non-urgent maintenance call after hours the tenant will be informed of office hours and that someone will be contacting them the next business day.

- Fire
- Flood
- Lock Out
- No Electricity (unless Utility issue)
- No Heat
- Sewer/broken pipe
- Water Leak
- Other

Emergency:

“May I have your first and last name please?”

“May I have the best number to reach you at right now”

Nature of your emergency (if not offered when answered)

“May I have the address you are located at please?”

“May I have the unit number please?”

Closing:

I am going to get I n touch with someone right away and they will be contacting your ight back. Please remain off the line.

Non-Emergency Calls:

“The office opens tomorrow at 9 and someone will be calling you back then. Thank you for calling.

General Office Calls:

All calls not maintenance related or rental inquires:

Can I please have your first and last name

Best phone # to reach you?

Your address please:

Nature of your call:

Thank you, someone will be returning your call (next business day)