



DISCOVER HOW OTHER BUSINESSES HAVE BENEFITED FROM CONSOLE TECHNOLOGY

**Company**

Leah Jay Property Management

Profile

- Operating since 1994
- Have expanded into 3 offices

Managements

- Team of 27 employees across 3 offices

Situation

- Gateway 2003 for Property Management and Sales

Key Benefits

- Ease of use
- Greater efficiency with the ability to contact owners and tenants via SMS
- Stable and reliable trust accounting package

Website

www.ljpm.com.au

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Leah Jay

Leah Jay Property Management

Console Supports Leah Jay Property Management through extensive business growth

Leah Jay established herself as a sole trader in 1994. Sole trader in its true sense as Leah managed the business alone for a year before she enlisted the assistance of additional staff. Continued growth saw the establishment of Leah Jay Property Management (LJPM) in 1998.

In the past 12 years LJPM has undergone significant changes. Organic growth coupled with the purchase of 3 rent rolls has led to continued expansion. From a sole trader in 1994, Leah now employs 27 staff and oversees the operation of 3 offices.

The Hamilton office was the first to open under the LJPM banner in 1998, with the second office opening in Warners Bay in October 2003. Continued expansion led to the opening of the East Maitland office in January 2004.

With all 3 offices operating under the LJPM banner they offer a complete range of management services for owners of investment property. In addition to the core property management services, Leah introduced a commercial property management division in 2002.

Greater flexibility with Console's Gateway

Leah and the team began using Console in 2000. Their existing software was outdated, offered little scope for improvement and could not support Leah's expanding business. As a result Leah began searching for a system that was user friendly and offered greater flexibility.

Leah looked at many real estate software products but it didn't take much to convince her that Console was the system she needed. With a great look and a commitment to providing leading edge software solutions Console was exactly what she was searching for.

Ease of use makes training a breeze

Leah and the team participated in extensive self education following the implementation of Console's Gateway. At the time there were only 6 staff in the office which provided an extremely supportive learning environment.

“Console is great for new employees because it’s so simple to use. You don’t need extensive initial training because once you start using Gateway it’s so easy to pick up.”

Following this they utilised the assistance of Diamond IT, one of Console’s New South Wales partners for initial training and support. Diamond IT stepped Leah and the team through their first End of Month and also provided training both onsite and at their New South Wales office.

In an effort to utilise Gateway to its full potential, Leah and the team recently attended Console’s Expert training course.

“Mastering the advanced features Gateway offers has enabled us to increase productivity and has saved time for the whole team. Gateway is capable of making your day to day life easier and the expert course has enabled us to utilise features we didn’t know existed.”

Trust accounting reliability just part and parcel

There are many features of Gateway that Leah and the team find invaluable. Topping the list is online SMS. In today’s technological environment, the ability to use SMS to contact owners and tenants alike is invaluable.

Leah also loves Gateway’s ability to email owners statements and photos of their property.

“Being able to email clients photos of their properties is so much easier than trying to explain small details over the phone. It’s easier for owners to see exactly what needs to be replaced or repaired within their property.”

Leah believes that it is often easy to overlook the core feature of a trust accounting system. With the number one priority the system’s ability to provide your business with a stable a reliable trust accounting package.

“It is imperative that the core feature of the product works well. While the bells and whistles are great, you primarily need a trust accounting package that will enable you to deliver accurate and timely financials to your clients. Console’s Gateway package enables you to do this with ease.”

Leah Jay Property Management now and into the future

Despite managing 3 offices and 27 employees, Leah still loves getting involved in the core business. She believes that first impressions are lasting impressions and enjoys creating and maintaining relationships with her clients.

“Some clients have been with LJPM for over 12 years. It makes me extremely proud that we have been able to create long, stable relationships with our clients. Being able to generate this level of trust and respect creates a family environment which is the exact goal of LJPM.”

In addition to the relationship Leah and the team create with their clients Leah lists the success of LJPM as one of her greatest achievements. □□□□□□

“Initially real estate professionals criticised the decision to operate a property management business without a sales department. The fact that the business has not only survived but is flourishing shows that the formula works and you can make a real difference in the marketplace.”

The future for LJPM looks bright. Leah and the team are focused on revolutionising the property management business. Keeping abreast of changing laws and market trends they will continue to lead the way in both service standards and technology.