

THE PROPERTY MANAGEMENT PROCESS



SETTING THE RENT

Our goal is to help you capitalise on your investment and ensure you receive the highest possible rent in the shortest possible time - while also considering your desired tenants and how to effectively reach them through the strategic pricing of your property.

We look at many important factors when advising our landlords on a suitable rental figure such as (but not limited to):

- ▶ The number of similar properties currently available and how this will affect demand.
- ▶ The advertised prices of comparable properties and how long these have remained available.
- ▶ Current rental demand and external factors that may affect demand during the advertising process.
- ▶ Statistical data available such as rental statistics released through REI.

TENANT SELECTION

Getting the right tenant is arguably the most important part of the entire tenancy process. Landlords require a tenant who is stable, respectful of the property and financially sound. We combine our experience with comprehensive tenant checks to ensure any risks associated are greatly reduced.

The process involves:

- ▶ Meeting all prospective tenants at the property.
- ▶ Ensuring every applicant completes a detailed application form, including providing numerous reference details and emergency contact numbers.
- ▶ Conducting tenant database checks through a recognised agency to get confirmation of a prospective tenant's rental history.
- ▶ Conducting thorough checks on every applicant's history which can include employment verification, checking landlord references, confirming driver's licence and passport details.

ACCOUNTABILITY - 'NO EXCUSE' RULE

WE DO WHAT WE SAY AND SAY WHAT WE DO! - NO EXCUSES!

We take every effort to safeguard your property - Life can be tricky as we all know and tenants can often become very unsettled when experiencing difficult times, such as separation, loss of work or sickness. It is during this period we need to monitor with compassion and efficiency to avoid a situation that may lead to a dispute. We will always inform you of any change of circumstances to minimise your risk - **NO EXCUSES!**

MARKETING YOUR PROPERTY; FLOORPLAN & 3D VIRTUAL TOUR



CONDITION REPORT

Comprehensive Entry & Exit reports with detailed descriptions and coloured photo's supported by a complete Virtual Tour of your property

PAPERLESS CONDITION REPORT allows tenants to make their own comments supported by their own photos in one seamless doc - **NO EXCUSES!**

FOUR inspections per year is the maximum we are allowed to do by legislation

FOUR are done and a detailed report is always forwarded to you - **NO EXCUSES**

ROUTINE INSPECTIONS



Direct debit rent payments and zero tolerance policy on arrears

Dedicated trust account team and auditors

Email itemised statements and End of Financial year statements

Management can pay your outgoings

Payment cycle options - mid month and end of month - **NO EXCUSES**

RENT COLLECTION, PROCESSING & ACCOUNTING



Network of qualified tradespeople

Quality workmanship

Competitive rates

Comprehensive work orders and quotes

Direct communication with you

After hours phone diversion for all emergencies - **NO EXCUSES**

REPAIRS AND MAINTENANCE



RENT REVIEWS



We work to keep your tenant in lease and have implemented docusign to make this process more efficient. To ensure you receive a maximum return for your property we continually keep abreast of current market rents and vacancy rates - **NO EXCUSES**

MAXIMISING INCOME, MINIMISING RISKS

PRESENTATION

The presentation of any residential property should always be of paramount importance to attract a worthy tenant.

Safety issues that may bring about unnecessary litigation are, in our opinion, non-negotiable and it is part of our management policy to ensure that all our landlords and investment properties comply with the legislations relating to:

- ▶ Residential Tenancies Agreement
- ▶ Residential Tenancies Act 2020
- ▶ Swimming Pools Act 1992
- ▶ Environmental Planning & Assessment Act 1979
- ▶ Strata Schemes Management Act 1996

The following checklist will allow your tenants to move in with minimal difficulty and ensure that you have protected your public liability by providing a safe residence for you tenants to enjoy.

-  Current Certificate of Compliance - copy provided to tenant 
-  Water Efficiency Devices - current certificate of compliance 
-  Current certificate of compliance for smoke alarms 
-  Pest Control is in order and home is free of mould 
-  All lights and appliances must be in working order and functioning properly 
-  Ensure any blind cords are secured and out of reach of children 
-  Installation of safety switch 
-  Check areas around for slip and fall hazards 

YOUR INVESTMENT

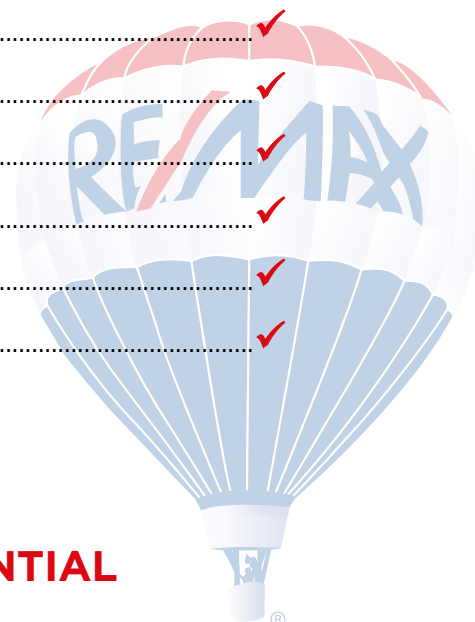
INVESTMENT PACKAGE

8.8%

Collect Rent - Manage Arrears	✓
Letting Fee (plus GST)	1st weeks rent
Lease Preparation Fee	✓
3D Virtual Tour	✓
Access to Property Tree Owner Portal	✓
Paperless Ingoing Condition Reports	✓
Lease Renewal	\$33
Payment of Accounts	✓
Internet Advertising and Sign Board	✓
Financial Year Statement	✓
Monthly Statement	✓
Repairs and Maintenance Management	✓
Project Manage Refurbishments	✓
Routine Inspection Reports (4 per year)	✓
Tribunal Attendance and Preparation	✓
Tribunal Application	Application Fee
Tenancy Terminations	✓
Breach Notices	✓
Process Insurance Claims	✓
Application Processing	✓
Tenancy Reference Vetting	✓
"TICA" Checks per Application	✓
Rent Review (Yearly)	✓
Pre-vacating Instructions	✓
Outgoing Inspections	✓
Bond Lodgements and Disbursements	✓



**LET US HELP YOU REACH
YOUR MAXIMUM SUCCESS POTENTIAL**



PREPARE YOUR HOME FOR PROFIT

