

PROPERTY MANAGEMENT MADE EASY



Welcome to a company that recognises you need more than just the weekly rent; service is more than just a smile and maximising your income is more important than ever!

OUR PROMISE TO YOU

- We will** strive to skilfully represent you
- We will** strive to maximise the return on your investment
- We will** strive to optimise long-term capital growth
- We will** strive to take the hassle out of property management

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UP CLOSE AND PERSONAL WITH OUR PROPERTY MANAGEMENT TEAM



Ray Piper - Management - Selling Principal

Ray Piper is a selling Principal in this office and has been highly regarded in the industry with many elite awards & rankings in the awards cabinet.

Ray has been working in the Agency game since 1997 with a short 2 year break where he was employed as a State Manager for a national company.

In 2003 Ray returned to the Agency game and continued until 2008 when he and a business partner acquired the Agency. Subsequently Ray has now purchased the business from his business partner and operates as a family owned company under the Ray White Franchise Brand.

A trusted local, born & bred, Ray is regarded by many as the first stop when it comes to Real Estate needs in the Tumut, Adelong & Batlow districts.

From a Residential unit, to a broadacre farm, Industrial shed or well polished commercial building, Ray is a wealth of knowledge and happy to help in all areas of his well established business.



Mark Magann - Sales – Salesperson

Mark Magann is the well known face in the Tumut Real Estate industry that spans right back to 1995 when he returned to Tumut working for Milton Archer & Sons as their resident salesman.

Mark has a background in Property Valuation having worked for Banks & Government bodies.

Well known in the industry, Mark was once a Director of the business, but now concentrating on complete service to his Vendors in the sales department.

Mark has the runs on the board and knows the property job back to front.

Mark would be more than happy to help you with all your property needs.



Annie Manton - Property Management - Property Manager

Annie Manton has been with this company since inception back in June 2008. Annie has maintained her role in Property Management and achieved some of the highest accolades in the field, once named National Property Manager of the year in the group at the time.

Annie is well respected, knows her job inside and out and is always there in times of need.

Having tripled the rental role in her time, her actions speak for themselves.

Her tireless efforts, empathy, understanding & hard work ethics make her the A Class property manager that she is.

Annie's clients absolutely adore her, and so will you.

Give Annie a call when it comes to Property Management and she will give you the service that you expect from a professional.



Samantha Evans – Bendigo Bank / Office Admin Manager

Samantha, is a long term Banking Industry employee, she is the face of Ray White Real Estate and Tumut Bendigo Bank Agency.

Samantha knows her role inside and out and has held a Property Management position making her a one stop employee at the cold front of our Real Estate Agency in Tumut.

Samantha also fills the role of our Sales Administrator providing ongoing support to our sales team here in the Tumut Agency.



Kate Watson - Property Management - Property Manager

Kate is the newest team member to join Ray White Tumut. Kate has joined the team as a Property Manager and comes with 4 years' experience in her field.

Kate has taken on her role as a supporting Property Manager to our Property Associates. Kate is a friendly team player, always willing to assist the team and share her wealth of knowledge.

Kate will be more than happy to assist you with all of your property needs, providing enthusiasm and professional support during your relationship with Tumut's Ray White Agency.



Sandra Burgess - Property Management - Property Associate

Sandra is part of the Property Management Team at Ray White Tumut. Sandra comes from a professional back ground of administration, bookkeeping, and has previously owned her own business.

Sandra has taken to her role as a Property Associate in a very professional manner, her hard work and determination really drive her to succeed.

Sandra is very easy to get along with and down to earth, Sandra would be all too happy to meet with you and discuss all of your property needs.



Chloe Storrie - Property Management - Property Associate

Chloe is one of our newer employees at Ray White Tumut. Chloe comes from a back ground in automotive sales & 6 years in pharmacy.

Chloe's excellent customer service skills gained throughout these rolls shows through her understanding and connection she quickly gains with her landlords and tenants.

Chloe is friendly and happy to assist you with any property management enquiries.

ABOUT US



Welcome to Ray White Real Estate Tumut

Ray Piper and his staff are considered the leading agents in the Tumut area and have been for the last 8 years. With a very professional staff base, the office has grown its footprint with both purchasers & vendors, with delivered excellence in all areas of the business.

At Ray White Tumut, we have grown into a brand that supports all areas of our business allowing our team the confidence and professionalism to deliver the service expected when required.

Our journey has been a long and eventful one that only the locals and staunch supporters of our business can appreciate. The supporters of this very local office has ensured the growth & success that we have achieved.

The growth & accolades from within the industry are testament to our fine team, although our customer satisfaction is the greatest measure that we can have.

Ray White Tumut would be honoured and delighted to assist you with all your property needs.

Our investment back into the Community is part of our ongoing commitment to those who support us. Our signs are spread far & wide throughout the Tumut & surrounding districts on various community groups who need the helping hand.

We recognise that our local community is continually looking for traditional and honest customer service. With the changing face of technology within the service industry, specialised personal services backed by professional and innovative market skills will be the major focus on which Ray White is firmly committed.

There is no better example of this commitment to offering the local community professional advice and service than Ray White Tumut where the local people benefit from a young enthusiastic and professional team.

OUR PHILOSOPHY

To provide the best possible service to our client at all times
To establish and develop a mutually beneficial business relationship with our clients
To provide the highest standard of professionalism in the service we provide
To underline Ray White's position as Tumut foremost residential, commercial and industrial property manager's

OFFICE DETAILS

Licensee: Raymond Piper

Type of Properties Managed: Residential, Commercial, Retail and Industrial

WHY CHOOSE US?

- We understand that our clients and customers are the reason why we are in business
- We are committed to delivering a superior level of service
- We will strive to get it right the first time
- We will have a positive and enthusiastic attitude about managing your property
- We will care for your property as though it was our own
- We will promptly return your telephone calls
- We will provide hassle-free management
- We will skilfully represent you
- We will focus on maximising your return
- We will strive to optimise capital growth
- We will choose the right tenant
- We will not hand out keys to prospective tenants
- We will go to the tenant rather than wait for them to come to us when the property is vacant
- We will pay you your money when you want it
- We will carry out regular rental increases
- We will keep in constant contact
- We will go the extra mile to make you *happy*



HOW TO INCREASE YOUR INVESTMENT INCOME

- Choose an agent who is going to accurately appraise your rental property to reduce vacancy periods, high tenancy turnovers and lost rental income
- Choose an agent who understands the importance of property presentation to attract a quality tenant, which can reduce wear and tear and rent arrears
- Choose an agent who understands the importance of timely rental payments and will do whatever it takes to ensure that you do receive your rent on time
- Choose an agent who will promptly negotiate tenancy renewals to reduce vacancy periods and lost rental income
- Choose an agent who will regularly increase the weekly rent to ensure that you are maximising your income
- Choose an agent who will focus on preventative maintenance to reduce extensive and expensive repairs being carried out
- Choose an agent who is going to give you value-added feedback on renovations and improvements during inspections to optimise capital growth
- Choose an agent who knows the law and how to apply it. Failure to comply with notice periods can result in a substantial loss of rental income
- Choose an agent who is going to keep you up to date on new investment properties listed for sale – be the first to know!
- Choose an agent who can guide you through the process of increasing your property portfolio and net wealth



Choose an agent that is focused on increasing your investment income

CHOOSING A PROPERTY MANAGER



A Property Manager is a title given to someone who is focused on managing your asset, not just the property. How do you choose a Property Manager? Property management has become a serious business and it is no longer as easy as selecting the real estate agency with the cheapest fees.

When selecting a property manager you need to choose someone who knows the law and is confident in applying the law. You need to choose someone who will pay attention to the finer details and continually strives to maximise the return on your investment.

Education, ongoing training programs and seminars are also important for a Property Manager to keep abreast of changing legislation and market conditions. Property Management is no longer just collecting the rent; it is a comprehensive management service where you need a professionally trained Property Manager. Our Property Management team is experienced in all areas of property management and our ongoing training ensures that you are receiving the very BEST service available.

We will care for your property as though it is our own.

QUESTIONS TO ASK WHEN ENGAGING A PROPERTY MANAGER

- How long have they been a Property Manager?
- How many properties do they manage?
- Do they engage external professional consultants to assist in taking the department to the next level?
- What formal training have they undertaken?
- What procedural systems do they have in place?
(If possible, request to sight a copy of any standard forms or checklists used within the office to minimise human error)
- Do they attend regular training courses to keep updated on legislation and industry changes?
- How do they communicate with property owners? (i.e. regular newsletters, update letters when there has been a change in the tenancy, etc)
- Do they hand out keys to prospective tenants or do they accompany them to the property?
- Can they present you with testimonial letters from current and previous clients?
- What is their policy on managing arrears?
- When will you receive your money?
- How often do they carry out fair market rent reviews?
- How will they maximise your return and optimise capital growth?



BEWARE of cheap fees!

If an agency is offering a discounted fee, you can be sure they will also be offering a discounted service. If they discount on fees, they may easily discount on the rent when negotiating with tenants.

TENANT SELECTION

What if... we are concerned about the wrong type of tenants?



Prospective tenants are qualified as suitable by checking past employment, past real estate and personal references.

We are very hard to please when it comes to selecting tenants and only choose tenants who hold real estate references or bona fide private landlord references.

In the case of a person who has recently sold their property, we talk to the salesperson involved who can often give us an idea of the applicant's lifestyle. Should we be uncertain about a tenant, we will always refer to you for your advice.

We also subscribe to a national tenant reference database service (which is exclusive to real estate offices) that specialises in tenant history records. This database contains information on tenants that have defaulted on their rent or who have breached a term of their tenancy agreement. Although not every defaulting tenant is listed on this database, it is growing on a daily basis and is an added tool for processing a tenant application. This service is very beneficial in debt-collection matters. If we have a tenant who has defaulted on their rental payments and has vacated owing money, we will lodge their details with the database. Should the tenant try and obtain a rental property within Australia through a member office, the tenant's current details will be passed on to our office for debt-recovery action. In theory, the tenant should not be able to rent a property until the debt is cleared.

WE CARE FOR OUR TENANTS

What if... we don't value our tenants?

Our philosophy is that tenants are our business! Without tenants you don't receive rent and we don't receive commission. Today there is more competition to attract quality tenants; they are more sophisticated and have grown accustomed to better things, to a better standard of housing and living conditions. They have more money to spend.



For this reason it is more important than ever to value, respect and care for our tenants' needs. We don't treat tenants as outsiders; they are part of our business. We understand that we are dependent on them, they are not dependent on us. They deserve our immediate attention with requests and deserve to be greeted with a friendly, courteous smile at all times.

ANTI-DISCRIMINATION

What if... we don't want children or single mothers?



Under Federal and State anti-discrimination laws, real estate agents cannot accept discriminatory direction from property investors. Both the agent and the property investor are legally liable if complaints are made. It is neither fair nor lawful to pressure an agent to break the law.

When selecting tenants, the only requirements that can be addressed are:

- The number of people suitable to reside in the property
- The tenant must be able to prove that they have and can maintain the weekly rent
- The tenant must be able to prove that they have and can maintain a rental property in a clean and tidy condition

Real estate references are the most desirable for obtaining this information. However, we cannot by law discriminate against private landlord references. I can assure you that if this was the case we have ways of confirming that they are bona fide.

Unfair discrimination happens if you treat someone less favourably simply because of their sex, age, race, nationality, marital status, the fact that they have children, sexual preferences, disability or impairment, pregnancy, religion or political beliefs.

You do have the right to choose the most suitable tenant provided no unfair discrimination occurs. We do have your best interests at heart and do appreciate that it is your property and you should have the right to choose who resides in the property. However, we must act in accordance with the law when processing a tenant application.

There have been successfully defended cases in the past where discrimination against children and race has resulted in compensation claims against the real estate agency and property owner.

TENANCY AGREEMENT PREPARATION

Suitable tenants are required to enter into a binding Residential Tenancy Agreement. Once we have approved an application for tenancy, we ask the prospective tenant to pay two weeks' rent to secure the property. We then prepare the Tenancy Agreement and all supporting documents such as; detailed Inventories, Entry Condition Reports and Bond Lodgement Forms. The tenant is now ready to sign the Tenancy Agreement.



We will then photocopy the keys and remotes (if applicable) of the property that have been issued to the tenant. This eliminates disputes over non-returned keys at the end of the tenancy.

The tenants must pay a bond equivalent to a minimum of four weeks' rent prior to assuming tenancy.

RENT ARREARS

What if... the tenants fall into arrears?



In today's harsh economic climate more and more tenants are not paying their rent, even after passing the most careful tenant selection.

Every precaution is taken to minimise tenants falling behind in their rent by carrying out daily checks on all Tenancy Agreements to ensure rents are kept up to date.

We have harsh standard rent arrears letters and procedures in place, should a tenant fall behind in their rent. Our primary focus is to ensure that our office mitigates any loss of income to the property owner. In accordance with the law, our office will also issue the appropriate notices.

NB.: Our tenancy arrears are minimised by our strict tenant-selection criteria.

INSURANCE

What if... the tenants leave owing money?

Our role is to maximise your return and minimise hassles. If on the rare occasion a tenant does vacate the property owing money, we do have access to debt-recovery agents to assist us in claiming outstanding debts. Albeit, as we all know, you cannot get blood out of a stone.

As part of our service and continual effort to provide the best in asset management and at the same time protect your investment dollar\$\$, we would like to make you aware of an insurance cover that protects your rental income, property contents and public liability claims. That's right ... it pays your rent when your tenants won't!

We strongly recommend that you take out Landlord Protection Insurance. For further information on the terms and conditions of the policy and premiums, please refer to the brochure enclosed or contact the insurance provider on the telephone number listed.



PROPERTY VACANCY

What if... the property is vacant?

Our office understands that many property owners rely on the weekly rent to meet mortgage commitments and every endeavour is taken to minimise vacancy periods. Why do properties remain vacant?

The rent is too high

The market and the tenants determine rent. We are constantly monitoring the market rent to ensure that you are receiving the maximum return on your investment. High rents can lead to long-term vacancies, which ultimately affects your income.

High vacancy rate

If there is a high ratio of properties to tenants (more properties than tenants) it will have an effect on the vacancy factor. Tenants have more choices and are in a stronger position to negotiate on rents.

Poor presentation

It is important that the property is maintained in an excellent condition to attract the same quality of tenant. A tenant will often have a choice between two or three properties.

Accessibility to local facilities and transport

Often the property can be maintained in an excellent condition, the rent is at market value and it still remains vacant. This could be due to its location. Tenants today (due to the supply and demand of properties) can be choosy. Often they require a property that is close to town, shops, clubs, beach, transport, schools, etc.

Every endeavour is made to locate a quality tenant to suit your investment property and we will keep you updated on a weekly basis on our progress with obtaining a tenant.



ADVERTISING

What if... nobody comes looking for rentals?



Vacant properties are advertised in the local newspaper classifieds on a weekly basis.

We also have a number of alternative marketing and advertising strategies to ensure that your property is receiving maximum exposure, such as:

- Internet Listings
- Rental Summary Sheets circulated to local professional offices
- Rental Summary Sheets placed on local notice boards
- Rental Listing Sheet/Folder placed at our front reception with a colour photo
- "To Let" signs, which are an invaluable tool in securing tenants for a property

Our office will go that extra mile to find a tenant rather than wait for a tenant to find us.

INSPECTIONS



Our Property Management team regularly inspects properties on behalf of the investor. After each inspection you will receive a full written report on the property's condition.

During these inspections we will conduct a maintenance inspection as well as a general check of the internal and external condition. Should any major maintenance be required, you will be notified immediately.

If our office does advise that there is maintenance pending it is important that this is rectified immediately.

A lack of maintenance on the property not only hinders capital growth of the investment, but also could lead to an injury claim. By law, a tenant has the right to arrange *emergency repairs* to the value of two weeks' rent if the agent or owner has not acted within a reasonable time.

You can also be confident that a detailed final inspection is carried out after the tenant has vacated and before bond monies are released. Once again you will receive a written report.

MAINTENANCE

What if... we have maintenance concerns?

Maintenance matters are carried out in accordance with the property investor's instructions. We only engage tradespeople who meet our office's high standard. They must be licensed and they must have public liability insurance cover to protect you and your investment.



Due to the volume of work carried out for us, we are in a position to negotiate the best possible price. We usually request from our landlords a \$250 authorised maintenance expenditure limit to save having to worry you for authorisation on usually minor repairs. You will be advised of any repairs necessary over this limit.

All maintenance work carried out on your property is guaranteed. If at any time we are not satisfied with the quality of the workmanship we will instruct the tradesperson to rectify the problem immediately.

The neglect of minor repairs will always lead to major (and more costly) repairs at a later date. At its worst, poor maintenance can cause a good tenant to leave. Our maintenance program will ensure that problems are rectified quickly at a competitive price.

DUTY OF CARE

What if... we don't take care of the property?



As a property owner you have a duty of care and legal obligation to protect the tenant and look after the investment property.

Failure to carry out this obligation could result in serious consequences. The property must be kept in a clean, well-maintained condition, which is safe for the tenant to live in.

Our office is constantly working towards protecting your investment \$\$\$.

ACCOUNTS

What if... we don't have time to pay accounts relating to the property?

Because many of our investors require a totally **"worry free package"**, we can pay all accounts that relate to your investment property – rates, body corporate fees, landlord protection insurance, electricity accounts and any others that may arise.



Special Note: Should you require our office to pay these accounts you may be required to contact the organisation to "authorise" the accounts to be sent to our office.

STATEMENTS & PAYMENTS

What if... we need our money on a certain day each month?



Our office utilises the latest in computer software so that we can offer you a greater number of options and speedier service in accounting monies to you. We can work with you to ensure that you get your money quicker each month.

You will promptly receive a fully computerised statement of your account at the beginning of each month.

It is important that you carefully read the statement each month to ensure that all of the information is correct.

We will also submit to you a fully computerised statement at the end of each financial year summarising all income and expenditure relating to the property.

Should you require any detailed information on basic taxation issues please contact our office to discuss this further. All taxation advice should be confirmed with your accountant.

RENTAL INCREASES

What if... we want to increase the rent?

As part of our service to our property investors we realise the importance of rental returns and we are constantly monitoring the current market rent on your behalf. A minimum of one rent review is carried out per year and one is automatically carried out when a tenant vacates or their tenancy agreement comes up for renewal.



NEWSLETTERS

What if... we want to be kept up to date on the local area?



Our office realises that you have an interest in the investment market and we strive to not only keep staff updated on relevant property issues, but you as a valued client.

You will receive a regular newsletter covering market conditions, legislation changes, current litigation concerns, investment properties for sale, local area developments and lots more.

LEGAL PROCEEDINGS

What if... a tenant does not cooperate with our instructions?

Our first action would be self-resolution. We negotiate with the party on your behalf to try and come to an amicable solution. On the rare occasion where we are unable to resolve the dispute, it would be necessary to instigate legal proceedings against a tenant in the Small Claims Tribunal. We can act on your behalf at the Residential Tenancies Small Claims Tribunal for a small fee.



You can be assured that we are aware of the legal requirements necessary in reducing any problems.

SYSTEMS AND STANDARD CHECKLISTS



Our office takes Property Management seriously and for this reason we have invested a considerable amount of time and money engaging the services of a professional Property Management Consultancy Firm to work with our Department.

We have adopted the PPMsystem®, which is a comprehensive system with detailed checklists and procedure forms to ensure that each task is carried out correctly and in accordance with the law.

We have a work environment of systems and procedures to streamline the daily workings of the department.

This system allows our department to operate with very minimal room for error.

PRIVACY ACT COMPLIANCE

It is important to note that once appointed as your agent we are required to collect personal information to perform our obligation under the Management Agreement. We may also use this information collected to promote the services of the agent and/or to seek potential clients.

We may disclose this information to other parties, including media organisations, on the Internet, to potential customers or clients of the Agent (both existing and potential), tradespeople, body corporates, government organisations, statutory bodies and to third parties as required by law.

As an agent, we will only disclose information in this way to other parties as required to perform our duties under our Management Agreement, to achieve the purposes specified above, or as otherwise allowed under the *Privacy Act 1988*.

As a client, if you would like access to this information you may do so by contacting our office. You also have the right to amend information if it is inaccurate, incomplete or out of date. Real estate and tax laws require our agency to collect this information. If the required information is not provided we may not be able to act effectively on the client/s behalf.

PREPARING A BUDGET



Taking the time to prepare a budget on your investment property will help you estimate the annual income against expenditure. You will also be able to put aside a set amount to save for maintenance and property improvements.

Following is a simple budget to help get you started and a projected income and expenditure summary.

PROACTIVE SAVINGS BUDGET				
Replacement Item	Total Cost	Replace Every Number of Years	Annual Savings Required	Weekly Savings Required
<i>Example: Cost to replace carpet throughout</i>	\$2500	4 years	\$625.00	\$12.00
Cost to replace carpet				
Cost to replace window coverings				
Cost to replace hot water system				
Cost to internally paint				
Cost to externally paint				
Miscellaneous maintenance				
TOTAL			\$	\$

PROJECTED INCOME AND EXPENDITURE	
Income & Expenses	Amount \$
Income	
Rental Income	
Other Related Income	
Total Income	
Expenses	
Proactive savings	
Managing agent fees	
Stationery & postage	
Telephone calls	
Bank charges	
Advertising costs	
Cleaning	
Repairs	
Pest control	
Insurance cover	
Body Corporate fees	
Council Rates	
Water charges	
Electricity & gas	
Gardening & lawns	
Legal expenses	
Interest on loans	
Land tax	
Travel expenses	
Improvements & renovations	
Depreciation of fixtures & fittings	
Capital depreciation (building)	
Total Expenses	
Net Loss/Gain (Income Less Expenses)	

PROPERTY PRESENTATION CHECKLIST

We pride ourselves on attention to detail and believe that if we present the property in an A1 condition we are more likely to attract a quality tenant that will care for the property. Listed below is a simple checklist to ensure that you have attended to important areas that can sometimes be overlooked

1. Stove, griller and oven to be cleaned and lined with foil _____
2. Washing machine and clothes-dryer filter to be cleaned out _____
3. All exhaust fans throughout property to be cleaned _____
4. Air vents to be dusted _____
5. Venetians to be washed thoroughly (if applicable) _____
6. Windows and windowsills to be cleaned thoroughly _____
7. Marks to be removed from walls with sugar soap _____
8. All cupboards to be cleaned inside and out _____
9. All light fittings to be cleaned and insects removed _____
10. All power points and light switches to be cleaned _____
11. All floors and skirting boards to be washed _____
12. Drapes to be washed or dry-cleaned according to fabric _____
13. Cobwebs to be removed inside and out _____
14. Lawns to be mowed and edges trimmed (if applicable) _____
15. Flower beds and pebble areas to be weeded _____
16. No rubbish to be left in the gardens or around the property _____
17. All trees and shrubs to be trimmed _____
18. All mirrors throughout to be cleaned _____
19. Particular attention should be paid to bathrooms and toilets – shower recess to be scrubbed – grouting to be free of all soap residue or mildew – shower curtain (if applicable) to be washed and shower screen to be cleaned – all plugholes are to be cleaned and free from debris _____
20. Driveways, carports, garages and any concrete areas to be free from oil and grease stains _____
21. All gutters to be cleared of leaves _____
22. Furniture and upholstery to be left in a clean condition _____
23. All items on inventory to be accounted for (if applicable) _____
24. Carpets are professionally steamed cleaned _____

Additional work to be carried out

Our Property Management division can assist you with preparing the property for rent.



Our Schedule Fees

Management Fees

Permanent Residential	8.8% Inc GST
Commercial	10 % Inc GST

Letting Fee

New Tenancy	1 x weeks Rent + GST
Re-Letting	\$88.00
Casual Letting (Property is not managed)	1 x weeks Rent + GST

The above commission scales are net of expenses. It is our policy to require reimbursement of all out-of-pocket expenditure, including items such as advertising, bank charges, lease fees, postage and copying.

CALL US



Our fees are competitive!

Please arrange an appointment time with our Property Management division today to discuss the future of you and your home!

WHATEVER YOU REQUIRE... WE CAN ARRANGE IT FOR YOU!