

## Property Management

Ray White Sans Souci has been in the industry for over 20 years and we understand the importance of your investment property and treat it as our own. We promise to provide you with a property management service that is efficient and professional at all times with regular periodic inspections, thorough tenant screening and a wide range of advertisement to ensure that your property gets the best exposure possible to prospective tenants.

Repairs are organised by our staff and only after they are approved by you, the landlord. We have professional tradesmen that specialise in a variety of fields in the industry, from carpet cleaning to general maintenance to plumbers and electricians.

We follow up on rental arrears 3 times during the week and will always notify you should your tenant fall behind in rent. Reminder letters and notices will be sent accordingly.

Rent reviews are done every 6 months and you will be contacted with suggestions and updates of the current market, to ensure you get the highest rental income possible for your investment property at all times.

Ray White Sans Souci has payment options to suit your needs, we pay landlords on the last working day of the month, or every fortnight. Our property management system registers new accounts with our bank system the moment they are added, this means landlords get paid on the same day or the following working day.

Alternatively we may send you a cheque instead provided that this option is requested when signing an agreement with us. You may also change payment methods at any given time.

Our aim is to provide you with a service that is free of hidden fees, all our fees can be seen in the fee structure at the bottom of this brochure. Should there be any miscellaneous fee applied to your account, we will notify you before processing.

We do not charge for extra services such as advertising, tenant screening, calculating and processing bills or for any letter/notice sent out to your tenant. Paying of bills such as council rates, water rates are also free of charge.

## Fee Structure

### Letting Fee

For new customers we charge 1 week plus GST. If your property is already tenanted and said tenant leaves, we only charge half a week plus GST for any future tenant of that property.

### Management Fee

Our ongoing management fee is 4.95 per cent including GST of the gross rent collected.

### Statement Fee

We charge \$5.50 per statement sent. Our e-mailed statements are free of charge. Should a bill not be included with your statement, we will scan and e-mail it out to you as a matter of urgency.

### Miscellaneous Fees

There is a \$33 fee to the landlord for every new lease signed by a tenant, this applies to new and existing tenants.

Should we have to go to tribunal for any reason, there is currently a \$36 application fee charged to landlords. This amount is reviewed by the **Consumer, Trader and Tenancies Tribunal** annually and may be subject to change in the future.

Should you have any questions, please feel free to contact us any time. We look forward to a mutually beneficial relationship.

Best Regards,

**PROPERTY MANAGEMENT**

**RAY WHITE SANS SOUCI**

**SANS SOUCI**