

A woman with long brown hair, wearing a dark blue sleeveless top and jeans, is sitting on a wooden deck by a swimming pool. She is smiling and looking towards the camera. To her left, a young girl with long brown hair, wearing a blue tank top and denim shorts, is holding a yellow and white striped towel. To her right, a young boy with short brown hair, wearing a white long-sleeved shirt and blue shorts, is sitting on the deck, looking towards the dog. A large, fluffy white dog is standing on the deck, looking towards the camera. In the background, a yellow surfboard is leaning against a wooden wall. The scene is set outdoors, with a swimming pool in the foreground and a wooden deck. The overall atmosphere is relaxed and family-oriented.

**RayWhite.**

# Property Management by Ray White Labrador

Ray White Labrador

# Why choose Ray White Labrador?

**RayWhite®**

Thank you for giving us the opportunity to present our Property Management proposal for your investment property.

It is important to appoint a professional property manager who manages your property proactively, and maximises your return on investment through experience and commercial acumen.

The Ray White Labrador team are dedicated and enthusiastic professionals who deliver advice and service of the highest quality.

Enclosed is information that will explain what we do, and also answer some frequently asked questions.

If you have any questions, we're here for you, so please call us anytime!

Warm regards,

*Meagan Davey*



**Meagan Davey**

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**Ray White Labrador**

91 Frank Street  
Labrador, QLD 4215



## WHO WE ARE

# Local experts, working for you.

Let our family look after your family!

Ray White Labrador is a family agency which specialises in selling and managing residential properties on the Gold Coast.

With a long family history on the Gold Coast, The Davey Family has extensive local market knowledge spanning four generations. We understand that your property is your major asset, and we will always have your interests at the heart of every negotiation.

You can rest assured that you are dealing with an agency which promises and delivers open, honest communication and integrity above all else. We won't promise the world, only to deliver an atlas!

Much of our business is generated by word of mouth, and when you engage us you will understand why. We will work tirelessly for you to achieve the result you expect, and deserve.



# Be Seen in all the right places

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Great exposure is the key to finding a tenant quickly

## Internet

The No. 1 tool used by potential tenants when looking for a new rental property

The internet allows prospective tenants to view your property 24/7 from anywhere in the world.

We will display your property on the most visited real estate websites being realestate.com.au, domain.com.au, and our own Ray White Labrador website, along with several other rental websites.

## Signage

Marketing to locals

Many prospective tenants already live in the area, so signage on the property is a great tool to draw attention to your property and create enquiry.

## Our office

Reception is OPEN 6 days a week

Our office is located at 91 Frank Street Labrador, and is open from Monday - Saturday.

Some prospective tenants still walk into the office, so our property managers take names of potential tenants to match with suitable properties, produce 'For Lease' rental lists, and conduct Saturday open inspections.



# Finding and keeping the best tenants

Best practice Property Management procedures to ensure that only the best tenants are selected

## Tenant selection process

Thorough assessment criteria for all tenants:

- Can they pay rent? Evidenced by pay slips and a written reference from their employer
- Good rent payment history? Evidenced by their current rental ledger
- Can they look after the property? Evidenced by a thorough reference check with their current agent
- 100 points of identification
- TICA national default database search

## Respect

Everyone deserves respect

Whether you are a landlord, tenant, seller or buyer you will be treated with respect. Everyone who deals with Ray White Labrador enjoys the same high standard of service and assistance.

## Software with firm results

Using the latest technology - it's the little things that set us apart!

- Inspection software to track enquiries and market new properties to suitable tenants
- A custom built online rental application which automates reference checks
- Strict arrears management with daily receipting and arrears alerts
- Online lease renewal and vacate workflows





# Managing your investment – Q & A

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## **What fees can I expect?**

Letting fee - 1 weeks rent plus gst

Management fee - this is customisable depending on which fee structure suits you best.

## **How and when do I receive my rent?**

Rent is paid by EFT to your bank account twice each month. You will receive an income and expenditure statement at the end of the month.

## **How do you know if the tenants are looking after my property?**

Entry and Exit Condition Reports are performed at the beginning and end of each tenancy. Throughout the tenancy, routine inspections are performed regularly. You will receive a report with colour photos after every inspection.

## **How do you manage maintenance and repairs?**

You can choose to give us an expense authority to allow us to manage small maintenance issues without disturbing you, or we can call you each time, it's up to you. In an emergency outside office hours, we will make an immediate decision to limit any risk of damage to your property or to the tenants.

## **Who will you use for maintenance?**

We use only qualified and insured tradespeople for maintenance requirements at your property, but we can use your own trades if you wish.

## **Can I pass the cost of water consumption to the tenants?**

Yes, water use can be invoiced to tenants when the property is separately metered and also has a water efficiency certificate from a plumber. We can assist you with this. For more information please visit [www.rta.qld.gov.au/forms-and-publications/fact-](http://www.rta.qld.gov.au/forms-and-publications/fact-)



# Important legislation affecting your investment property

## Smoke Alarms

The Fire and Emergency Services (Domestic Smoke Alarms) Amendment Act 2016 (Qld) commenced on 1 January 2017 and imposes additional obligations on property owners regarding the installation and maintenance of smoke alarms.

We use Property Compliance Australia (PCA) to check and certify your smoke alarms annually and at the beginning of each new lease, so you can rest assured that your property is compliant with current legislation.

Additional smoke alarm legislation will come into force on 1 January 2022 requiring all smoke alarms to be interconnected. For more information regarding the legislation please visit the Residential Tenancies Authority website [www.rta.qld.gov.au/Renting/During-a-tenancy/Maintenance-and-repairs/Smoke-alarms](http://www.rta.qld.gov.au/Renting/During-a-tenancy/Maintenance-and-repairs/Smoke-alarms)



## Safety Switch Legislation

Pursuant to the electrical Safety Act 2002 all rental properties in Queensland must have a working safety switch installed in the property.

## Pool Safety Legislation

A Pool Safety Certificate is required if you wish to sell or rent your property. A pool safety certificate for a private pool in a house will last for 2 years, or 1 year for a shared pool in a unit complex. If your property has a shared pool it is the responsibility of the Body Corporate to ensure the pool is compliant and it holds a valid pool safety certificate.



# Landlord Checklist

A few things we'll need from you

## Public Liability & Landlord Insurance

### Essential protection

For houses - public liability cover is usually included in your building insurance policy. Please check with your insurer.

For units - you will need to take out separate liability insurance, or Landlord Insurance which will include liability cover. The insurance held by the Body Corporate usually does not cover liability inside your unit.

Landlord Insurance - always a good idea to protect you and your asset.

## Safety

Compulsory safety requirements for all properties

### Electrical Safety Switch

Before we can place a tenant your property will need to have a working safety switch in place.

### Pool Safety Certificate

If your property has a pool, a valid pool safety certificate will need to be in place before we can place a tenant.

Let us know if you would like assistance with this!

## Water Compliance

Would you like to pass the costs of water use onto the tenants?

The Residential Tenancies Authority allows a landlord to pass the cost of water use onto the tenants when:

1. The property is separately metered for water; and
2. You have a Water Efficiency Certificate issued by a qualified plumber.

Let us know if you would like assistance with this!





# 10 questions to ask your agent...

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We're determined to get the best results for you. Here are a few questions you should be asking when choosing an the agent who best meets your needs.

- 1 Why should I choose you and your agency?
- 2 What does your management fee include and what does it not include?
- 3 How often do you perform routine inspections and will I receive a report?
- 4 Will your property manager call me after every inspection?
- 5 Do you have property management software which tracks arrears, maintenance, renewing tenants, and vacating tenants?
- 6 How do you manage rent arrears?
- 7 Do you check references with a tenant's current employer?
- 8 Do you obtain a written reference from a tenant's current agent as well as getting a copy of their rent ledger?
- 9 How many properties does your agency manage and how many property managers do you employ?
- 10 What redundancy system do you have in place in case my property manager leaves?

# Selling your investment in the future

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A special offer for our Landlords if you are thinking of selling your investment or your principal home in the future. As one of our landlords, we offer you a special discounted commission rate.

What will you get?

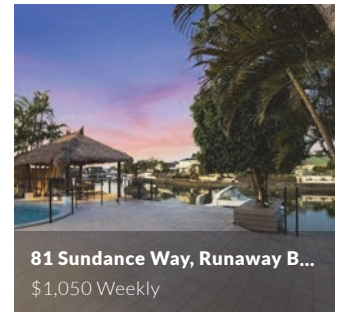
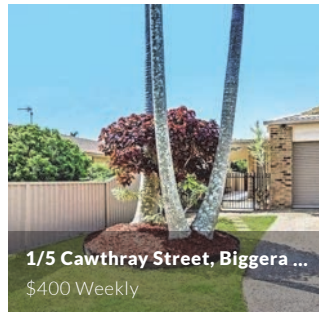
- Special discounted commission rate
- Free standard advertising on major portals
- Email blast to our interstate investor database
- Your sale personally handled by the Principals, Darren and Sandy Davey.





# LEASED

in your neighbourhood





MEET YOUR AGENT

# Meagan Davey

Property Management

## Fierce and respectful

Meagan is our Senior Property Manager and has lead our property management team for over 4 years.

She is a dedicated and professional Property Manager, and keeps her clients updated every step of the way.

Meagan is skilled at communicating with tenants and landlords alike, and educates tenants at the beginning of

each lease to clearly set the expectations of the lease agreement.

As our Senior Property Manager, Meagan knows the Residential Tenancies legislation back to front, and regularly attends REIQ training updates to ensure that Ray White Labrador is always at the forefront, providing best practice property management.



WHO WE ARE

# Local experts, working for you.





# Whatever you need, Ray White Labrador is here for you

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Whatever you need to get your property ready for tenants to move in, whether it's cleaning, maintenance, or compliance - just ask, and we can get it done for you!





# Family owned and led since 1902

From a small regional town, Ray White has grown to become the largest real estate agency across Australia and New Zealand. With market leadership in Indonesia and offices in the UAE, Hong Kong, China, the Middle East and the United States of America.

Established in 1902, when the company's namesake established a stock and station agency in Crows Nest, Queensland.

After more than 20 successful years in business in Crows Nest, Ray decided to move to Brisbane for his children's education. Surviving The Great Depression and World War II, Ray White has become the Australia's first comprehensive real estate agency.

In 1956 Ray White's youngest son, Alan took the helm. Under his leadership the company flourished, establishing more branches in the 1960s.

In 1976, Brian White, Ray's grandson became the managing director of the company and is still the chairman today.. By 1982, the company had 60 branch offices throughout Queensland; motivating Brian to move into franchising.

The first franchised office joined the group in 1982 in Capalaba, east of Brisbane. Since then, Ray White has grown rapidly across all states and territories of Australia. Representing all major metropolitan and regional centres.

In 1993, Ray White crossed the Tasman to New Zealand establishing a widespread network of offices across the North and South Islands.

Two years later in 1995, Ray White commenced operations in Indonesia where we are now the leading real estate franchise with more than 170 offices.

In 2010, the group continued its expansion to India and China. This provides a valuable link between it's networks in Australia and New Zealand with the developing economies in the world.

Today, Ray White is the largest real estate group in Australasia, with more than 1000 offices and over 12,000 members. Selling more than \$45 billion worth of real estate annually and managing more than 200,000 rental properties. The company is being led by the fourth generation of the White family.

**1902**

Ray White open his first office in Crows Nest township

**1922**

First city office opened in Brisbane

**1945**

Alan White joins the business, the 2nd generation

**1963**

Brian White joins the business, the 3rd generation

**1975**

Ray White Group achieves its first \$100M year

**1989**

Ray White Group opens its 100th office

**1994**

The company expands into New Zealand

**1995**

Ray White Financial services is founded, later becomes Loan Market

**2008**

Ray White Group opens its 1000th office

**2015**

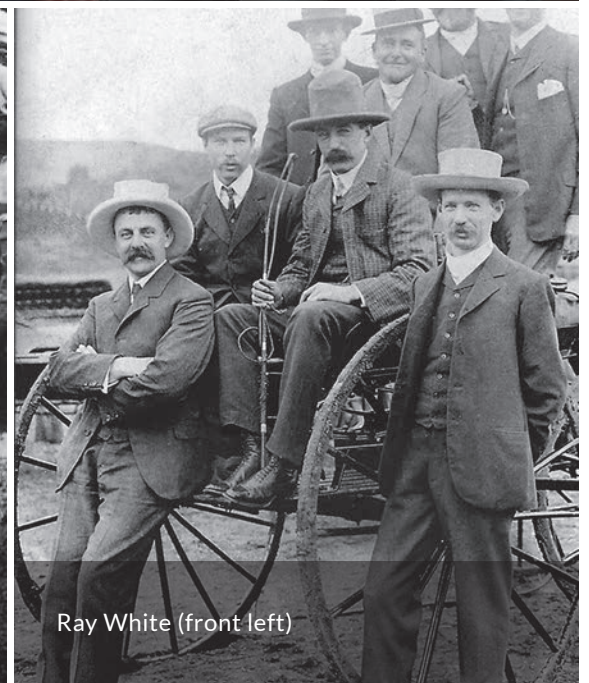
Ray White wins the EY International Family Business award



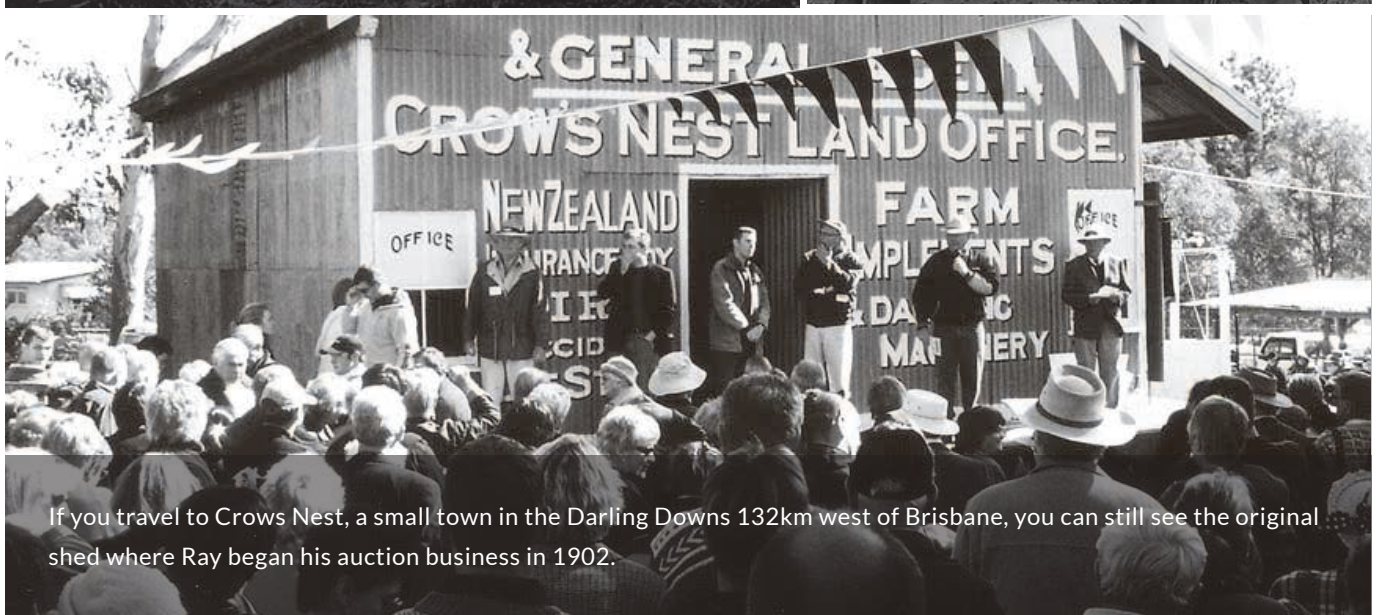
Brian, Sam, Dan and Ben White



Alan White conducting an auction with sons Paul and Brian in the 1950's



Ray White (front left)



If you travel to Crows Nest, a small town in the Darling Downs 132km west of Brisbane, you can still see the original shed where Ray began his auction business in 1902.