

Ray White® Broadbeach



Property Management



Professional Property Management

At **Ray White Broadbeach** we take an energetic, fresh and professional approach to the management of your investment. Exceptional service and superior results are only achievable when you have a great team working on your behalf.

Ray White Broadbeach is one of the largest and fastest growing offices within the entire Ray White international agency network. It is a position we are proud of and one which is a direct reflection of our commitment to excellence. We are acutely aware that our success is exclusively linked to our performance as a professional property management team to our large residential client base.

Our management team of highly skilled professionals is well supported by our agency's large administrative framework and a select group of trusted trades people. We have developed and successfully implemented a highly effective and accountable management system which allows us to confidently and competently oversee your property.

We understand that management extends beyond the collection of rent and the subsequent distribution of funds to you. It involves day-to-day up-keep of your property, the identification and commissioning of preventative maintenance strategies, an ability to deploy quick-response teams in times of crisis and an ability to negotiate with tenants to maximize your returns.

Ray White Broadbeach has the capacity and commitment to implement these strategies and the experience to ensure the protection and growth of your investment. There are 21 dedicated staff members to take your call, as at present our team comprises of a General Manager, five Associate Property Managers, an exceptional Leasing and Business Development team plus Property Management Assistant & Receptionist. You get three for the price of one!

Our Team

When Ray White Broadbeach manages your property you will know all about it... because we communicate! As property managers our responsibility is to both manage and maximise assets on behalf of our clients and as a company, Ray White will protect the security of our clients' investments via a culture of innovation, local market knowledge and strict adherence to best practice.



Sharon Gallagher
Head of Department



Lorriane Reynolds
2IC/ Team Leader



Megan Wilson



Jenna Clarke



Kylie Manson
PA to Sharon Gallagher



Alex Robinson
Team Leader



Tracey Price



Casey Webster



Peter Gallagher
Leasing Manager



Jessica Sellwood
Team Leader



Michelle Adams



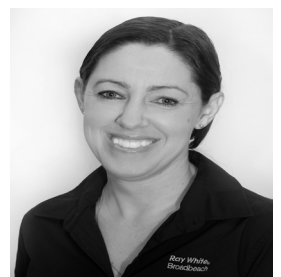
Ashley Gallagher
Leasing Consultant



Lynette Sharma
Team Leader



Wendy Rowsell



Kashina Cunningham



Donna Smith



Annie Chang



Erin Ridley



Francesca Gattolin

Our priority is you

There is one reason why people invest in Property – to protect and grow their hard earned wealth. After all, that is what you expect, what your investment needs and what we offer.

Your Investment Working for You

Our goal is to increase your return and ensure your investment is working for you! We ensure you enjoy the highest possible rent with regular assessments that take into account current market rents of similar properties, the area's vacancy rate, condition of the property, quality of tenant and length of tenancy.

Your Rent in Your Account

Our fully electronic banking facilities provide tenants with easy rent payment options. We encourage and educate tenants to pay the full rent amount due, not part payments. However, should tenants fall into arrears, we know about it the same day as part of our daily arrears management routine. Prompt action follows in accordance with the Residential Tenancies and Rooming Accommodation Act, keeping you informed throughout the process.

Accounting to You

Each month we forward you an itemized statement showing all rental income and payments made on your behalf. We electronically deposit your money as cleared funds into your nominated account within 48 business hours. No waiting for a cheque to clear! We can also provide a fully itemized Income and expenditure Summary.





So whats next?

Keeping You Informed

We understand that communication is the key to our relationship with you and whether it is 'good' news or 'bad' news, we won't keep it from you. We keep you updated with progress and activity relating to your property and tenants. Direct email access to your team is a quick and efficient option available to you.

Sign Up

During this stage, our Business Development Officer will liaise with you to organise all documents & notifications needed for your property to be under our care. They will research what an achievable rental income is for your investment and provide evidence to keep you informed. Once all paperwork is finalised the marketing campaign can begin.

Marketing Your Property

Throughout the marketing campaign, the Leasing Team will keep the BDO up to date with all enquiries, to give you feedback of what tenants are saying about your property. Advertising will be on the internet and in our widely distributed rental list, available in all our offices.

Dedicated Leasing Team

Within Ray White Broadbeach we have a Leasing Team solely dedicated to showing your properties to prospective tenants. When applications are received they are processed within a 48 hour period, then the application will be presented to you to make the final decision.

Your Property Managers will then organise a suitable sign up date and time. An in-depth entry condition report will be completed recording the exact condition of the property before the tenancy commences.



During the Tenancy

During a tenancy, your first point of call will be your Property Manager. Every 17 weeks your Property Manager will carry out a routine inspection of your property and the findings will be detailed in a report and sent to you. You will also be kept up to date if your tenants fall into arrears.

Below is our zero tolerance policy:

3 days in arrears:

Reminder phone call & SMS message

5 days in arrears:

Reminder letter and follow-up phone call & SMS message

8 days in arrears:

Note to Remedy issued (7 days to remedy breach & 2 days postage)

15 days in arrears:

Notice to Leave issued (7 days notice to vacate & 2 days postage)

Regular Adjustments of Rent

One thing that many of our landlords appreciate is our ongoing effort to ensure we maximise the profit on their investment, past the initial sign up. At the conclusion of every tenancy's term, your Property Manager will communicate with our Letting Division who will reassess your property's rental value in line with current market trends, and provide you with an option to adjust the rent.

Many agencies do not perform this vital task, simply resigning the tenant at the current rent. You may find that by neglecting this step, you are potentially missing out on hundreds of dollars, or more per year.

Our team prides itself on accounting to you, the landlord, with every last dollar in a manner that is also honest and fair on your tenant. At the end of a tenancy or lease agreement, your Property Manager will go through all of your management accounts with you. Superior results are not just a matter of luck or coincidence; they are in direct correlation with superior service.

Our true value

Fees for the management and letting of residential properties reflect the quality and level of service we offer. We guarantee that we will not cut corners to make ends meet as many of our competitors do with reduced fees. We charge a fair and reasonable price for a thorough and professional property management service.

Management fees and statement fee are paid each month.

Your advantage to our fee structure is:

- Management Fees are deducted from your rental disbursement at the end of each month. We complete this process on the first day of the new month. You will normally receive your payment 1-2 days after this depending on your financial institute. Your payment will be issued by direct deposit into your nominated bank account. This fee will show as a debit on your monthly statement.
- Letting Fees are payable when we obtain new tenants for the property, this cost covers all the work involved with this process e.g. - condition report, signing of leases, rental inspections etc.
- Advertising on our rental lists and our website is included your management fees, additional advertising such as listing your property on realestate.com advertising will be payable during the process of obtaining tenants for your property.
- Statements will be emailed to you each month.

I thank you for taking the time to peruse this correspondence and I invite you to contact our office to arrange an appraisal of your investment.



raywhite.com

Testimonials...

I really wasn't expecting to receive any more statements from you as the property in question has now become someone else's property, but it does give me the opportunity to thank you for the way you have looked after my interests during our business relationship. I have nothing but praise for the treatment I have received from all members of your staff, and am sure that this was due in no small measure to your leadership. I'm sorry our relationship is now at an end, and wish you health, wealth and happiness for the future.

Terry H

Thanks for your message. I'm delighted to express my pleasure with your (Ray White Broadbeach) services over the years. I cannot fault the way you do business and am very glad that you take care of all the hard work in renting out my townhouse. I have peace of mind when I know you will deal with the repairs, collect the monies and send regular updates about the property. I hope to have many more years working with you and your company.

Geraldine

This is a testimonial on the prompt and professional service that Tracey Price, Property Manager, of Ray White Broadbeach plays on Managing our Property at Mermaid Waters. Having a Property Manager that is both efficient and always 'on the ball' is critical to both my husband & I, as we live in Sydney and rely on Tracey's communication with us and the efficient manner in which she deals with Trades people and out tenants whenever there is a concern with out property. Tracey demonstrates constant expertise and is always contactable when needed to follow through on any issues. She has excelled in our expectations in being our Property Manager – ensuring that both my husband & I and our tenants are happy and looked after.

Rosanna and Andrew

I was introduced to Erin after much dealings through my solicitor. Erin literally took the headache off my hands and welcomed me to her expertise- "I'll take care of it from here!". And so she did; from the evicting to the dealings with the insurance company to restore the premises and further to finding "good" tenants who look after the property as if it were their own. Erin, now "looks after" another property of mine where she was only too happy to help with preparing the house for the rental market! She understands that I have a busy life and is always eager to take the pressure off. I coin her my PERFECT personal assistant! Thank you Erin Ridley and well done to the team at Ray White Broadbeach for attaining such a valuable asset!

Dail



SERVICE GUARANTEE

To _____

Address _____

In consideration of the trust you have shown towards our Agency, we guarantee to provide you with the best possible service in the management of your investment Property.

- We guarantee our service.
- **Your Property will be listed on our Rental Property Guide as soon as a notice to vacate has been received from an existing Tenant, or when your Property is entrusted to us to locate a suitable Tenant.**
- A colour photograph will be taken and displayed in our prominent rental window.
- A signboard will be erected at your Property, if authorised.
- **We will access our existing prospective Tenant data base and arrange inspections by Tenants who are looking to rent within your Property's price range and location.**
- Regular contact will be made throughout the pre-lease period to provide an activity update including comments received by prospective Tenants about your Property.
- **We will present to the Lessor all applications obtained from prospective Tenants.**
- We will conduct thorough checks on Tenants applying for your Property as permitted by law, to ensure that to the best of our knowledge the information given to us is accurate and that the Tenant will fulfill all obligations as per the Tenancy Agreement.
- **We will conduct a thorough internal and external 3-4 month inspection of your Property and provide you with a comprehensive report following each inspection.**
- We will attend to all maintenance repairs as quickly as reported as per the Management Agreement. We will advise or suggest any ongoing maintenance requirements which will keep your Property in a condition which will assist it to retain its optimum market value.
- **On a daily basis, we will carry out rent arrears checks and immediately follow up on any outstanding monies owing. Prompt action in accordance with the Residential Tenancies and Rooming Accommodation Act will be taken.**

Should we fail to perform in any of the above areas, we invite you to register your complaint in writing. If the complaint is not acted upon and rectified within 5 days after receipt of your letter, you have the option to cancel our Agency's Appointment as outlined in the PO Form 6 - Appointment. If this occurs within the first 60 days of the management we will refund the Management fee charged.

To _____

Signed _____

Principal / Manager

Office _____

Dated _____

Recommendations

To prepare your property to let

Legislative requirements and other steps to be attended to prior to a tenancy

- ☐ The premises and inclusions are to be clean and are to comply with local and state authority building regulations with it being safe and fit to live in
- ☐ A Safety Switch is to be installed for the Power Circuit. Owners of leased domestic residences must have had a safety switch installed for the power circuit of the residence after a residential tenancy agreement has been entered into.
- ☐ All windows and doors including cupboard doors open and close easily
- ☐ All locks are secure and operate effectively with keys
- ☐ Full set of keys to be provided – one set for the managing Agent and one full set and access keys if applicable for each Tenant/s named as the lease holder/s under the lease agreement.
- ☐ The Property provides adequate security to enable Tenant/s to obtain contents insurance for personal items
- ☐ All corded internal window coverings comply with Trade Practices (Consumer Product Safety Standard - Corded Internal Window Coverings) Regulations 2010
- ☐ Carpets are professionally steam cleaned
- ☐ Pest control is current – annual service is a requirement
- ☐ All houses and units in QLD must have installed at least one nine volt battery-powered smoke alarm as a minimum legal requirement. A smoke alarm must be installed on or near the ceiling on any storey: Between any area containing bedrooms and the rest of the house or unit eg hallways and on a storey not containing bedrooms on the most likely evacuation route from the storey. Recommendations are hard wired or 10 year lithium battery smoke alarms for cost effectiveness and reliability. (Fact Sheet available upon request)
- ☐ All buildings that are not stand alone houses or townhouses are to comply with Building Fire Safety Regulations. Compliance is the Owner's responsibility. Unit Owners are to check with the Body Corporate to confirm compliancy and annual requirements have been met or, if no Body Corporate is appointed, then Owners are required to arrange a qualified Company to ensure compliancy is met as per the Regulations.
- ☐ Telephone line installation approval has been given. (Tenant is responsible for the connection)
- ☐ I/We understand that if a telephone connection is not currently installed in the Property then I/We authorise the Agent to give permission to the Tenant to have one installed and further authorise the Agent to reimburse the Tenant installation costs applicable at time of commencement of tenancy.
- ☐ If a unit or a townhouse – 2 copies of the By Laws are to be provided to the Managing Agent: one for the Agent's file and one for the Tenant
- ☐ If it is your own home being rented out, then we suggest the following:
 - ☐ Re-direct mail via Australia Post
 - ☐ Notify the Council of your forwarding address for Rates Notices if you have not instructed our Agency to pay the rates on your behalf
- ☐ Notify Energex, gas, phone and other utility companies to finalize accounts if applicable, and provide your forwarding address details
- ☐ Notify your Insurance Company and Mortgagee Holder of the change of occupancy status
- ☐ If water consumption costs are to be passed onto the Tenant ALL the minimum criteria is to be met as legislation requires. (Fact sheets available upon request on How to be Water Wise and Water Wise Rebates)

- ☐ If your Property has a pool, ensure it meets current Government Regulations in regards to fencing, CPR signage and water consumption/use. The Pool Owner must hold a current Pool Safety Certificate.
- ☐ If the Property is under a Builder's Maintenance Warranty, the Agent will endeavour to have the Builder attend to any defects/repairs required during the period. However it will remain the Owner's responsibility to ensure items are followed up and rectified. Should the Builder not attend to urgent/required items under the Tenant's Lease Agreement, then the Owner authorises the Agent to employ qualified Tradespeople to attend to the requirement and the Owner will seek reimbursement from the Builder for payment.
- ☐ Landlord Protection Insurance. Whilst rental reference checks are completed as thoroughly as lawfully allowed, we can not predict or know how a Tenant's future ability to meet their tenancy obligations can be affected eg in event of death or long illness, loss of job, relationship split etc. We recommend all Lessors arrange an insurance policy to protect their investment. Brochures are available upon request.

Other recommendations

- ☐ Fully furnish the property to attract Tenants due to current demand for this type of property
- ☐ Remove all furniture and equipment left at the property due to current demand for this type of property
- ☐ Contents Insurance for your Property's fittings and fixtures – may be included with your Property insurances or incorporated in a Landlord Protection policy. As your Managing Agent we require that you have Public Liability Insurance for your Property. If your Property is a unit the cover must include the internal unit space. NOTE: Public Liability under the Building Insurance, taken out by the Body Corporate, only covers the common areas. It does not cover events inside your unit.
- ☐ Provide Agent copies of operating instructions or manuals for appliances or other items which Tenants require instructions to use.
- ☐ Provide Agent with Warranty details for any applicable item or building works, if applicable.
- ☐ Exchange or arrange for the normal light bulbs to be exchanged for Energy Efficient Light Bulbs.
- ☐ Pre-place picture hooks on walls in best locations – this helps control placement and number of picture hooks allowed and protects walls.
- ☐ Leave specific cleaning instructions for specific items eg solid stove hotplates - we strongly recommend you supply a set of covers for the plates as inventory items, as well as a tube of the element cleaner.
- ☐ Arrange for lawns and gardens to be trimmed and maintained regularly until Tenant commences lease. Untidy lawns / gardens do not attract Tenants.
- ☐ Plan for a 'pre-Tenant' spot clean for approx \$amount which may be required following leasing activity and just before a new tenancy begins.
- ☐ Weed and mulch the gardens.
- ☐ Consider installing water saving devices to meet requirements of Local Council Water Restrictions. Optional: Installation of Rain Water Tank (rebate may be applicable from Local Council and State Government).
- ☐ Consider including lawn/garden or pool maintenance in the rent. We can arrange quotes for regular services and adjust the recommended rent accordingly.
- ☐ Consider installing lawn and garden sprinklers with timers. Installation will assist in the maintenance of the garden and lawn, subject to local council water restrictions which may be applicable from time to time.

Ray White®