

Ray White®

Maroubra | South Coogee



Leasing



Contents

1. Property Manager Profile
2. Meet Our Team
3. Office Numbers
4. Why Ray White
5. Ray White Group
5. Common Issues
7. Our Services
 - Team Led by Professionals
 - We can Minimise your Vacancy
 - Better Tenancy Control Process
 - Tenancy Selection
 - Creating Cashflow efficiency
 - Greater Assets Protection
 - Written Confirmation
 - Beneficial Database Services
 - The Smart Electronic Archive System
 - Superior Technology
 - Maintenance Program
 - Tenancy Entry Documentation
 - Regular Interior & Exterior Inspection of Properties
 - Regular Rent Reviews
 - Advertising
 - Our Portfolio Ratio
8. Advertising & Marketing
9. Services & Fees
10. What Our Clients Say
11. Sample Documentation

Meet Our Team

Professional People Achieving Superior Results

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Ray White™ Property Management

the difference is in the detail...

Ray White Maroubra | South Coogee

8347 6000

www.rwre.com.au



Why Ray White?

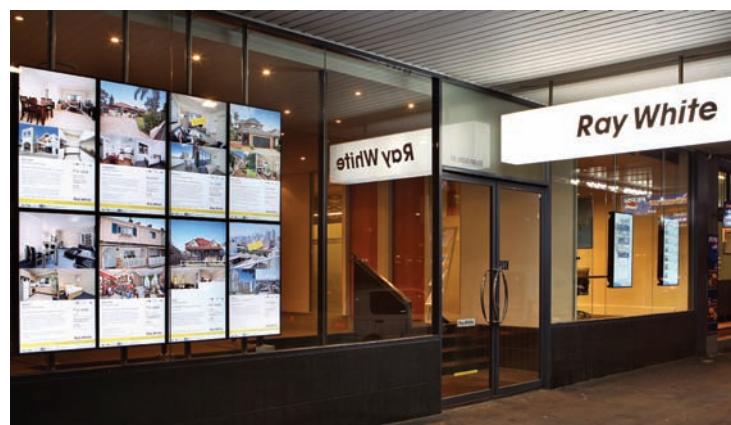
Our company is a member of one of the largest and most highly respected franchise organisations in Australia and internationally.

Established in 1946, we have grown as a family business to be one of the largest and highly respected Residential and Commercial Real Estate Agencies in the Eastern Suburbs with offices located at Maroubra & Waterloo.

Our Company offers a Real Estate service, which cannot possibly be matched by any other Real Estate Company in the area. At no extra cost, your property will receive maximum exposure from our high profile locations within the Eastern Suburbs, National & International Network exposure. This ensures your property will achieve the highest possible price in the shortest possible time.

Each office has achieved awards for excellence in both Sales and Property Management over the last 35 years, both Nationally and Locally.

The directors of **Ray White Maroubra | South Coogee | Commercial South Sydney** are Phillip Elmowy and Anthony Vella.



Areas of Service are:

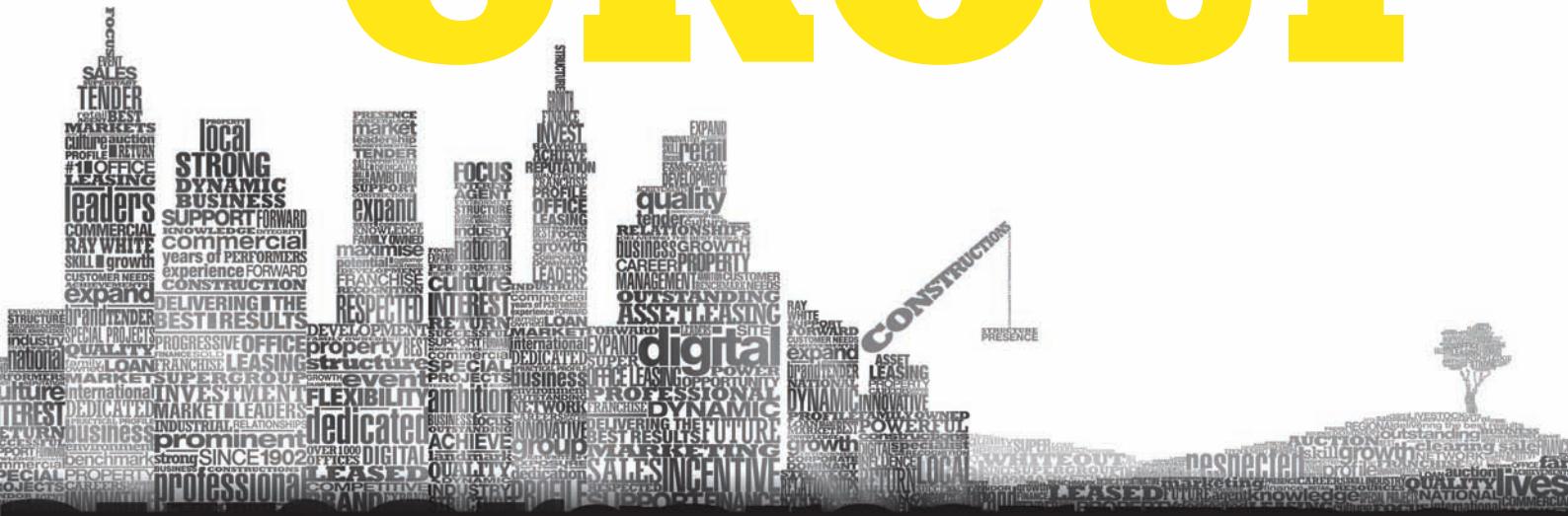
<i>Bellevue Hill</i>	<i>Vaucluse</i>	<i>Botany</i>	<i>La Perouse</i>
<i>Darlinghurst</i>	<i>South Coogee</i>	<i>Point Piper</i>	<i>Tamarama</i>
<i>Potts Point</i>	<i>Paddington</i>	<i>Double Bay</i>	<i>Rosebery</i>
<i>Moore Park</i>	<i>Parsley Bay</i>	<i>Coogee</i>	<i>Phillip Bay</i>
<i>Bronte</i>	<i>Clovelly</i>	<i>Kensington</i>	<i>Chifley</i>
<i>Rose Bay</i>	<i>Darling Point</i>	<i>Kingsford</i>	<i>Malabar</i>
<i>East Sydney</i>	<i>Edgecliff</i>	<i>Woollahra</i>	<i>Randwick</i>
<i>Sydney City</i>	<i>Alexandria</i>	<i>Matraville</i>	<i>Watson Bay</i>
<i>Surry Hills</i>	<i>Mascot</i>	<i>Maroubra</i>	<i>Dover Heights</i>
<i>Bondi</i>	<i>Waterloo</i>	<i>Little Bay</i>	<i>Bondi Junction</i>
<i>Pagewood</i>	<i>Hillsdale</i>	<i>Beaconsfield</i>	<i>Green Square</i>

Maroubra | South Coogee
781 Anzac Pde, Maroubra
8347 6000

Commercial South Sydney
14/9 Danks Street, Waterloo
9101 8000

THE REACH OF THE

RAY WHITE GROUP



Ray White Residential

Almost 1,000 individual offices are spread across Australia, New Zealand, Asia and the United Arab Emirates. Together they help around 220,000 home owners and purchasers successfully buy and sell property every year.

With an annual sales turnover consistently exceeding \$3 billion per month, Ray White today provides a broad range of real estate and related property services. For example, we managed some 200,000 rental properties last year.

Ray White Commercial

Ray White Commercial has more than 50 offices operating across Australia and New Zealand. Our offices specialise in the leasing, sale and management of Commercial property assets; we currently manage over \$2 billion worth of Commercial properties.

With an annual turnover of \$1.5 billion, the company has experienced strong growth over the last five years and has gained the reputation of being one of Australasia's most progressive commercial property businesses. Ray White Commercial has a network of talented individuals who are committed to their field of expertise and demonstrate passion for the Commercial Real Estate and their agency business.

Ray White Invest

Ray White Invest is the property funds management arm of the Ray White Group. Our aim is to deliver to our investor partners superior risk-adjusted financial returns from investment in high quality real estate transaction. We undertake two primary forms of

- Investing equity or mezzanine capital in high quality property developments being undertaken by proven property developers, offering appropriate risk-adjusted target returns.
 - Acquiring investment-grade real estate that provides both a reliable and growing income stream together with potential for capital gain, to deliver a strong total investment return.

Ray White Rural

Ray White Rural is represented by over 80 individually owned and operated franchises. The Ray White Rural franchises are spread across Australia servicing local areas, delivering the best results to our clients. Together we are market leaders in Rural property, Regional Residential and are a strong force in Livestock sales.

- Last year selling over \$1 billion in property. That's over \$2.7 million worth of property every day.
 - Last Financial year selling over 220,000 head of cattle.
 - Last Financial year selling in excess of \$142 million in livestock sales.
 - Largest Rural property sale to date exceeding \$100 million.

Loan Market

Loan Market is Australia's largest independent home finance broker group. With more than 500 Mortgage Brokers and staff across every state in Australia and in New Zealand; securing in excess of \$600 million in home finance each month, we bring to you every major residential, commercial and business bank and lender in Australia, along with a wide range of leasing and personal finance lenders and deposit bond providers.



Common Issues

It is essential to research and choose a professional property manager to look after your most valuable asset. There are a variety of common issues that can arise for you and your property if your agent is not experienced, dedicated and supported by an award winning team. Ray White endeavour to minimise and create a smooth hassle free investment for you by removing the common issues noted below:

- Tenant in arrears
- Over paid & not qualified trades people
- No insurance services
- Lack of knowledge of tenancies laws & rights
- Low rentals
- No frequent inspections
- Long vacancies
- Sending prospective tenants to the properties - unattended
- Never return calls or emails on time
- The office are not a specialist property management company taking care of residential, commercial/retail and industrial properties
- The director/s or business owner/s are not involved with the day to day running and supervision of the property management business.
- Poor quality signage and poor quality marketing is used to present your property resulting in not obtaining the best possible rent or tenant selection
- Property management staff are not experienced and not supervised by qualified personnel resulting in poor service, unhappy landlords and unhappy tenants
- No monitoring of staff to ensure compliance with office property management policy and procedures. Some offices do not even have a policy and procedure for property management service.
- No ongoing training of staff to keep abreast of law changes to best safeguard your interest
- Not being able to speak with a director of the company, or anybody with higher authority, to quickly resolve or discuss any matters



Our Services

Team Led by Professionals

Our property management team consist of 8 Professional Property Managers, 2 Business Development Executives, 1 Letting Offices and 3 Administration Operators. Our 2 directors are actively involved with the every day running with our management team.

“Our office is in the top 1% largest management portfolios in Sydney”

We can Minimise your Vacancy

- International & National Tenants
- Corporate & Ex Patriot Tenants
- Department of Defense
- University & TAFE Staff
- Local Media Enquiry
- Internet listing displays
- Editorial & Pictorial displays
- Tenant Database
- Cross Matching/Relocations
- Auto find email Tracking
- Agent accompanied inspection
- Open for Inspection Plan

Better Tenancy Control Process

- Weekly Activity Lists
- Automatic rental increases reports
- Automatic lease expiry reports
- Daily rental arrears printout
- Automatic letters/SMS & Emails to tenants in arrears
- Automatic property inspections reports



Tenancy Selection

- Application Form
- Privacy forms and Detailed 100 point checklist for applications
- Tenant payment Ledger
- Employment status, passport & Drivers Licensee
- Tenancy reference association – TRA

Creating Cashflow Efficiency

- Automated Banking - Monthly or Bi Monthly
- Direct Tenant Rental Banking
- Direct Debiting for landlords and trades persons
- Delayed Payment Detection
- Direct payment of Rates, Maintenance, Levies or Mortgages

Greater Assets Protection

- Comprehensive Insurance
- Landlord Protection Plans

Written Confirmation

All written Original correspondence may be sent to the landlords. E.g.. Rental increases, Bills paid, Rate notices, Insurance notices and Leases.

Beneficial Database Services

- Fully detailed description of disbursements
- Financial end of year statements summary
- Prominent window display
- Latest technology in Computer Software
- Professional Quarterly market report newsletters

The Smart Electronic Archive System

Our Electronic Archive System enables us to reproduce/retrieve records with ease at any time.



Superior Technology

- In a fast changing environment of technology, Ray White has adopted a new dimension in service.
- We have the Largest Real Estate software company in Australia and we have redesigned areas of this program to capture the needs of landlords.

We are excited to offer this dimension of real estate services and technology to our landlords which far exceeds our closest competitors

Maintenance Program

- Fast Track Repairs
- Computerised- Comprehensive Repair History
- Qualified Trades people
- Competitive rates
- Guaranteed workmanship
- Automotive contractor arrangements

Tenancy Entry Documentation

- RTA agreement
- Condition Report - Comprehensive going routine and outgoing premise condition reports completed electronically with full colour photography
- Inventory of fixtures, fittings and photographed
- Bond Lodgement
- Special conditions and consumer guide
- Photo copies of the key sets

Regular Interior & Exterior Inspections of Properties

Inspection reports are carried out to keep a record of the condition for both landlord and agents. Our computer system automatically tells us every week which properties are due to be inspected. A full detail report is sent to the landlords, with a annual inspection report, photos and any detailed suggestions.

Regular Rent Reviews

Regular increases are either adjusted to correspond with the CPI or a progressive rental increase scale can be used. Once again, our computer systems advise us every week of properties that are due for a rent increase.

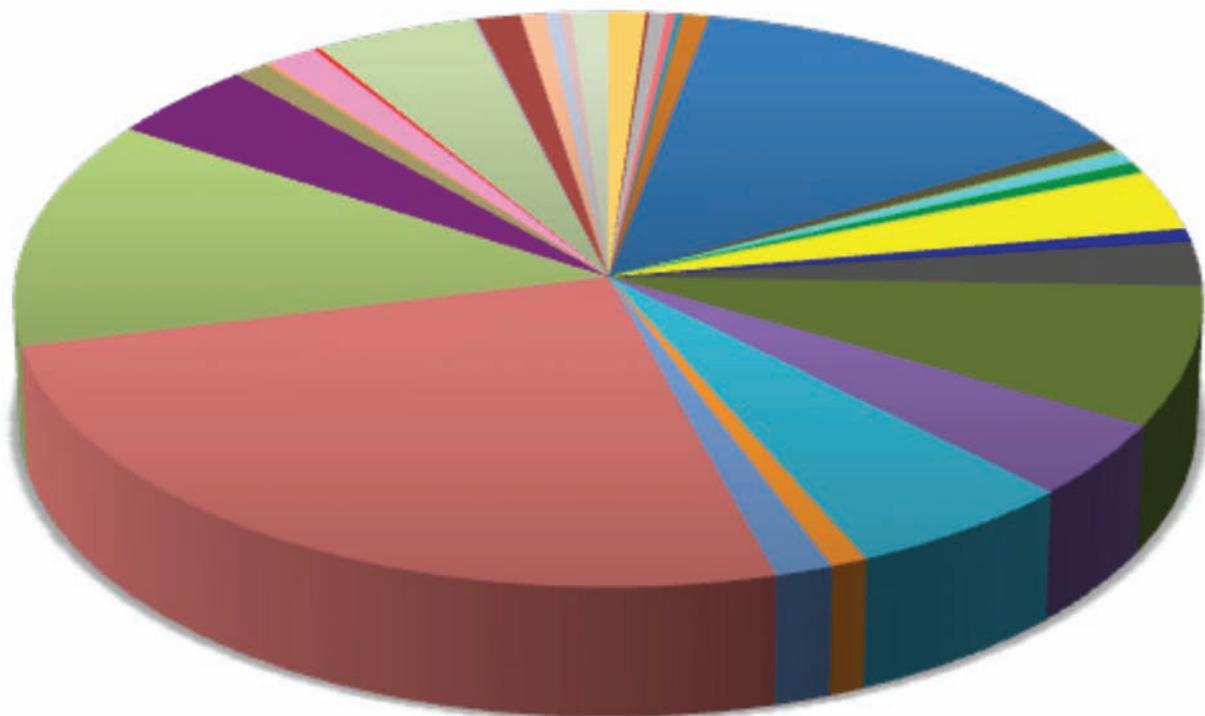


Advertising

The property would be promoted and advertised on our popular internet site, www.rwre.com.au as well as realestate.com.au, domain.com.au. It will also be promoted in the front window of our office through our electronic I-Visual Digital Screens, on a signboard on the front of the property (if requested). Our office enjoys enormous profile, large exposure and high passing trade, which in turn will minimise your advertising costs.

Our Portfolio Ratio

We manage our 2000 prospects and our portfolio ratio.



■ ALEXANDRIA	■ BRIGHTON LE SANDS	■ HILLSDALE	■ MATRAVILLE	■ ROSEBERY
■ ARNCLIFFE	■ CENTENNIAL PARK	■ KENSINGTON	■ NEWTOWN	■ SOUTH COOGEE
■ BANKSMEADOW	■ CHIFLEY	■ KINGSFORD	■ PADDINGTON	■ SURRY HILLS
■ BEACONSFIELD	■ CLOVELLY	■ LITTLE BAY	■ PAGEWOOD	■ WATERLOO
■ BELLEVUE HILL	■ COOGEE	■ MALABAR	■ PHILLIP BAY	■ WAVERLEY
■ BONDI	■ DACEYVILLE	■ MAROUBRA	■ RANDWICK	
■ BOTANY	■ EASTLAKES	■ MASCOT	■ ROCKDALE	

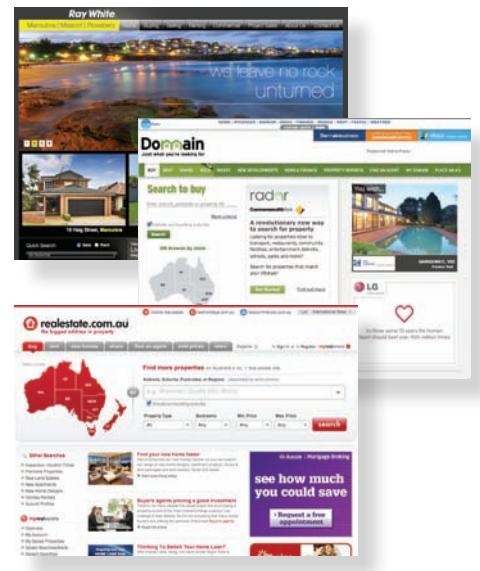


Advertising & Marketing

Internet & Personalised Web Page Design

We have the largest independent real estate internet site, with up to ten (10) full colour photos of your property. Tenants from all over the world will be able to view your property at any time. Your property will be listed on www.raywhite.com, the giant sites such as www.realestate.com.au, www.domain.com.au as well as our home designed websites www.rwre.com.au & www.rwcss.com.

We can now also offer you, at a very low cost, your own personalised web page and virtual tour. This page will display the position including all aspects of your home. The big advantage is that your property will not only demonstrate its exclusivity but will also have direct & full access through all other major sites, without the need to search amongst countless other properties currently appearing on the internet.



Window and Visual

The latest digital window displays are used to ensure that the best features of your property are broadcast to tenants in vibrant colour with comprehensive text seven days 24 hours.



Our Tenant Database

This provides our landlords with the best possible service in the sale of their property, as well as assisting our tenants in locating a property to lease. Our subscribers are generated by a management database of investors, all renting enquiries through the Internet, open for inspection enquiries & previous tenants. Two methods used exclusively by Ray White are:

1) E-Weekly

The e-Weekly is an additional tool for Ray White agents. It is an electronic newsletter with property listings exclusive to each office. The listings are sent to niche targeted groups and general contacts via email, showcasing opportunities and services available locally. With over 6,000 contacts each week receiving the e-weekly, tenants are consistently aware of available properties.





Services and Fees

Property Management Packages

Management Fees	All Inclusive	Industry Standard
Property Inspections		
Initial Inspection	Pre-letting	Pre-letting
First Inspection	6 months	12 monthly
Other Inspections	6 months	12 monthly
Reports	Written	Written
Digital Photos	Included+	Available+
Repairs & Maintenance		
All repairs guaranteed	Included	Included
Arranging and coordinating	Included	Included
Totally independent tradesman & NO "kick-backs"	Included	Included
Additional Services		
Prepare application for Tribunal order	Application Cost	Application Cost
Attendance at Tribunal &/or court	Included	\$55/hr
Attending & obtaining a summons	At Cost	At Cost
Preparation of files	Included	Included
Parking	At Cost	At cost
Negotiating & rent variation	Nil	Nil
Tenant Reference Australia	Nil	\$6.60
Insurance		
First years landlord insurance (12 month retention)	Included	At Cost
Payment Of Rental Money To Landlord		
Frequency	Monthly or Fortnightly	Monthly or Fortnightly
Method	EFT	EFT
Payment of Property Bills on Behalf of Landlord		
Strata Levies, Water & Council rates, Insurances etc	Included	Included
Landlord Transaction Statements		
Statement of account showing all income received and disbursements paid on the Landlord's behalf	Monthly Emailed/Printed	Monthly Emailed/Printed



Provide an annual itemised review of all income received & disbursements paid for taxation purposes	Included	\$33 GST Inc
Monthly Admin & Disbursement Fee	Nil	\$5.50 GST Incl
Letting Fees		
Fees upon effecting the initial & subsequent letting (12 month retention)	Nil	1 week's rent + GST
Fee for preparing each Residential Tenancy Agreement	\$33 GST Inc.	\$33 GST Inc.
Management of Tenants		
Select Tenants	Included	Included
Enter into and sign Tenancy Agreements for the Property	Included	Included
Collection of all rents	Included	Included
Issue receipts for monies received from the Tenants pursuant to The Tenancy Agreement	Included	Included
Lodge rental bond monies in accordance with the provisions of The Landlord and Tenant (Rental Bond) Act 1977	Included	Included
Make claims for all or part of such rental bonds for the recovery of unpaid rent or repairs to the Property at the termination of each tenancy	Included	Included
Respond to claims by tenants in the jurisdiction of the Residential Tribunal and represent the Principal in any such proceedings	Included	Included
Exercise the Principal's right to vary or terminate Tenancy Agreements by service of notices as required	Included	Included
Lay information against tenants and do all things necessary to commence and (as far as practicable) complete proceedings for the ejection of tenants in default and recovery of monies due	Included	Included
Inventory report for furnished premises	Included	\$50
Marketing		
Internet: realestate, domain, rwre website	Included	\$77
Sign Board (professionally installed)	Free	\$88
Window Display	Included	Included
Sundry		
Arrange building inspections	Optional+	Optional+
Rent Appraisal for finance purposes	Included	Included



What Our Clients Say

"I just wanted to write and say thank you to Ray White for the excellent service you have provided.

Ever since renting our flat with you I have been pleased with our decision, and finally thought I should put pen to paper (or fingers to keyboard) and let you know. We were leaving Sydney and needed to organise in a short time to rent our flat. The property manager was incredibly helpful, visiting us and making each step simple and straightforward. The flat was already cleaned and on the website the day we left, and was rented that same week.

Your service has taken a load off our shoulders, and it is a pleasure to deal with such a professional company."

Kylie Evans

"Thank you for all your hard work to rent our property and deal with our tenants. We really appreciate your efforts on our behalf. We hope you will continue to be our manager for a long time!"

Mary & Jim Hayzell

"Thank you for the leasing of Cottenham Ave recently; promptly and with good rental achieved. Very impressed with your professionalism and in particular pro-activeness in this and other leases for us over the years.

Based on your current level of service, would certainly continue recommending you to other potential clients."

Stephen and Daniela

"I am very pleased to commend the quality of your work, managing the leasing of a block of eight units located at Maroubra for my family company. You have always been very capable and communicative, ensuring that this difficult task is done efficiently, courteously and effectively at all times.

All the very best."

Robert Silberberg

"Thanks for all your wonderful help with our investment property. You were so efficient in finding new tenants for our property when the previous tenants left! You have always kept us up to date with all the information. I would definitely recommend you to anyone who's looking for a property manager!"

Lillian Kwan

"I have been with you now for a couple of years or may be even longer, time goes so fast, my dealings with you have all been constructive, positive and professional. My best friend has started a business of his own, which has a good rent role and has asked me numerous times, to manage my property. My thoughts on this if it is working why change, it's been a pleasure to deal with you."

Regards Darrell Olesen

"Honestly I feel I was lucky to have you as my property manager and definitely I would be seeking for any opportunity to have you as my property manager again in the future and I would recommend you to my relatives and friends if they are seeking for property manager in your area.

Thank you so much again for your understanding and great help."

Ms Yi Luo



Sample Documentation

Exclusive Management Agency Agreement

Landlord Protection Insurance

Smoke Alarms

Tenancy Application Form + 100 Point Checklist

Trading Reference Australia - Tenant Search

Title Search + RP Data Search

Residential Tenancy Agreement

Ingoing Inspection Report

Repair Request

Monthly Landlord Statement of Account - Sample

Financial Year Summary Statement

Annual/Outgoing Inspection Report & Photo Library - Sample

Annual Fire Safety Statement