

**Ray White**<sup>TM</sup>

Ray White Springwood **Know How**  
to manage your property





## Preparing your home to rent

Tips for attracting the best tenant for your investment

Sometimes the little things really do count.

### De-Clutter

By cleaning and removing clutter or excess furniture it helps areas to appear more spacious and allows tenants to visualise their belongings in your home. Wipe down bench-tops and clear off everything on kitchen counters. Almost every home shows better with less furniture.

Remove pieces of furniture that blocks paths and walk ways and put them in storage or in the garage or shed. Leave just enough furniture in each room to showcase the room's purpose and allow plenty of room to move around.

### Attend to Repairs

Regardless of whether a property is 2 years or 20 years old. It is important to ensure all maintenance has been attended to, for presentation and safety reasons. Replace cracked floor or bench tiles, kitchen draws that jam.

Repair holes in walls, fix leaky taps, secure loose doors handles or fix doors that don't close properly, replace burnt out light bulbs and consider painting walls neutral colours.

### Cleaning and Presentation

- Wash windows and screens inside and out.
- Rent a water blaster and spray down side-walks and exterior.
- Clean out cobwebs.
- Polish chrome taps and mirrors.
- Vacuum.
- Dust furniture, ceiling fan blades, skirting boards and light fixtures.
- Replace worn rugs.
- Hang up fresh towels.
- Clean and air out any must or pet smelling areas, deodorise.
- Mow the lawn and weed the garden (and if you have any pets remove any deposits).



## Why Choose Ray White Springwood? To manage your investment property?

### **Our Service To You!**

Our service to you is second to none, we guarantee you will feel at ease with our fully trained property managers and our strict policy and procedures in place to manage your investment.

### **Ray White Springwood**

Ray White Springwood rentals is incredibly unique as it provides an unbeatable service of communication & product knowledge with a wealth of local experience. Providing our customers with "Best Practice".

### **The Team**

Dedicated and highly trained property management Professionals are committed to providing you with the best Real Estate service and advice. With a great team comfort is our promise.

### **Marketing Success**

You only get to the top by results and property management that means a high accuracy rate.

### **High Profile**

Highly distinctive branding signs sets us apart from other agencies, large yellow signs displaying "RENT" effectively attract enquiry.

### **Internet Services**

Ray White has an up to date website which can assist you with all your Real Estate needs. In addition our safe link to [www.realestate.com.au](http://www.realestate.com.au) & 6 other sites, which ensures your property is seen by potential tenants in a world-wide market, which is an exceptional real estate marketing advantage.

We also have introduced inspectrealestate. An online system which allows tenants to book themselves into an inspection 24 hours a day, along with this we also give owners real time information about their property and tenants 24 hours a day.

### **Window Display**

We take advantage of our busy high traffic location by advertising our properties with colour photographs in our window display with 24/7 public exposure. The window display attracts a lot of attentions around the clock.



## Our service guarantee

At Ray White Springwood, we are so confident that you will be happy with our service that we offer a Service Guarantee.

We have a reputation that we are justifiably proud of. This reputation has been built on consistently high quality service at all time.

Listed below are the services we guarantee to provide.

- ✓ To establish the rental value of your property by comparing your property to similar properties in similar areas currently let.
- ✓ To interview personally all prospective tenants.
- ✓ To check all references of all prospective tenants.
- ✓ To ensure that the Tenancy Agreement is completed in writing and signed for the protection of both parties.
- ✓ To prepare a written inspection report of the property at commencement and completion of the tenancy.
- ✓ To ensure the rental bond is maintained at four (4) weeks rent and lodged in accordance with RTRA 2008 Act.
- ✓ To check that rents are paid promptly in accordance with the Tenancy Agreement.
- ✓ To carry out regular inspections of your property and provide you with written reports.
- ✓ To provide a written monthly account of rental monies collected.
- ✓ To arrange repairs and maintenance according to your instructions and ensure they are carried out in a professional manner and at the best price.
- ✓ To top pay all accounts on your behalf, as instructed.
- ✓ To inspect the property at the completion of the tenancy and refund bond monies only when the condition is satisfactory.
- ✓ To communicate with you on a regular basis on all matters in accordance with your instructions.
- ✓ To ensure we act in our owners best interest and according to owners' authority at all times.



## Tenant Selection

This would be the most important decision of all to be made in regard to your property. In choosing the correct tenant, everything else should, and usually is, trouble free. It is always wise to wait for the right tenant to come along and proceed with an applicant that is sub-standard. The result could end up costing a lot more than the weeks rent it may have cost you by waiting.

Once a tenant has made the decision to apply for the property, we then assist the applicant with the completion of our comprehensive application form, ensuring during this “interview” process we have all the information we require to make an informed decision on their ability to pay the rent and look after the property.

By law, we must allow any person to view a property when requested and also allow that person to complete our application form. The applicant must pass a 100 point check before being considered as a potential tenant. The application is then accepted or rejected based on the following criteria:

- ✓ Thorough checking of current and previous rent references
- ✓ Assessment of financial ability to pay rent
- ✓ Confirmation of employment details including salary
- ✓ Check of all personal references and next of kin
- ✓ Should the previous reference be a private landlord, we will do a search of the property to ensure we are talking to the rightful owner of such property
- ✓ Check the applicant has the right to reside in Australia (if required)
- ✓ Check ID information matches information on application form
- ✓ Check of previous rental history with Veda

Only when all of these checks are completed is this information passed on to the Owner for discussion. The decision to accept or reject an application will always be the owners. We supply the information and a recommendation to assist in making the decision.

Due to the Privacy Act we are restricted in the amount of information we can access about an individual, but by using this service, we are able to determine if there is any previous negative rental record.



## How We Work Following Tenancy ... Inspections

### ENTRY CONDITION REPORT

A comprehensive typed entry condition report is completed by our office prior to the tenancy commencing. This document can be up to 10 pages long and will list and describe in detail every item, wall, floor, ceiling etc. both inside and outside the property.

Under no circumstances do any of our tenants write their own condition report.

The detail described in our entry reports includes:

- ✓ Colour and type of drapes, colour of paint, type of light fittings, brand and serial number of appliances.
- ✓ Size and location of any marks, defects, chips etc.
- ✓ Cleanliness is detailed, right down to window tracks, any burnt on oven residue or otherwise and un-removable mildew in shower grouting.
- ✓ Attached to the entry inspection report is a minimum of 8 exterior photographs of the property.

The tenant then has three days to check the reports, make any amendments and return the reports to our office signed. Any changes that the tenant has made to the reports must be agreed to by the Property Manager before acceptance.

Should the Property Manager not agree, then another inspection is carried out by the Property Manager and the Tenant together.

Once agreement has been reached, the reports are then photocopied with a copy to the tenant, copy to the owner and the original stays with the agent.

Should this report not be returned within 3 days, no alterations from the tenant will be accepted.

Our office does consider this document to be the important record of information that we prepare for you. This record ensures there is no room for error when the tenant vacates. You will not receive this report until we are 100% happy with its content.

**In being so specific on this vital document, we are able to defend any tenant non-performance on your behalf and act in your best interest.**

## Routine Inspections

At Ray White Springwood, we are confident in our claim that very few other property management companies will supply a more comprehensive and detailed routine inspection report.

As with our entry condition report, this is also not a tick and flick document commonly used by other agencies.

You will receive a minimum of two routine inspection reports per year. The first inspection takes place prior to the end of the first three months of tenancy and subsequent inspections will occur every three to six months. Our routine reports are especially devised to give you as much information as possible and includes:

- ✓ **How the tenant is maintaining the property both inside and out**
- ✓ **Any advice from the tenant regarding their future tenancy plans**
- ✓ **Urgent maintenance or repair issues**
- ✓ **Re-evaluation on current rent received versus market comparison**
- ✓ **Smoke alarm and termite inspection due dates**
- ✓ **Current water charging status**
- ✓ **Budgeted refurbishment requirements**
- ✓ **Highlighted items for your information**
- ✓ **Photographs of any item that we consider requires your attention**

Should we have any concerns regarding the care of the property while carrying out our routine inspection, we will inform you of our concerns then take the steps necessary to rectify the issue.

**We give routine inspections a high priority as we realize the importance of ensuring that the property remains in good condition and the value of our client's asset is not diminished.**

**Another example of our priority of keeping our clients fully informed.**

Owners are welcome to attend our routine inspections, please advise your Property Manager when signing your Management Form that you would like to attend.

## Rent Payments and Arrears

Tenants may pay their rent weekly, fortnightly, monthly or calendar monthly, as long as their payments remain in advance at all times. For example, when a Tenancy commences, the tenant will pay their first two weeks rent, then they must pay again prior to the paid date of this initial payment, It is a breach of the Act to request that tenants remain two weeks in advance at all times.

Our tenants are given several options on how they pay rent. They may pay by personal or bank cheque, money order, BPAY, internet banking or direct credit.

Our office has strict protocol to deal with any rental arrears.

A listing of tenants in arrears is printed daily, depending on the arrears, the following procedures are followed:

- ✓ **Any tenant who is three (3) days in arrears is contacted immediately by SMS and email and advised their rent has not been received.**
- ✓ **If rent is still not received at five (5) days, the tenant is called and advised that their rent has not been received.**
- ✓ **Should rent remain outstanding for eight (8) days, in accordance with the Residential Tenancies & Rooming Act, a Notice to Remedy Breach is issues. This notice advises the tenant formally that they are in breach of their agreement and they have seven (7) days to remedy that breach and have their rent in advance. As the owner of the property, you would be contacted by our office prior to a Notice to remedy being issued.**
- ✓ **Should rent still not be received at the end of this notice period, on your instruction, a notice to leave will be issued giving the tenant a further seven (7) days in which to vacate the property.**
- ✓ **Should the tenant remain at the property following the expiry date of notice to leave, an urgent hearing for an Eviction Order will be requested from the Queensland Civil and Administrative Tribunal (QCAT).**

There is never, under any circumstances, any exceptions to this procedure unless under instruction from the owner of the property.

A tenant may also be taken straight to QCAT for an urgent hearing for eviction following three prior Notices to remedy breaches for rent arrears. This rule is commonly referred to as the “Three strikes and you are out” rule.

We do find in 95% of cases, our tenants pay their rent in advance at all times and any issue of arrears is often a one off or an error by another party such as bank or payroll clerk. For this reason, all tenants are treated with respect and courtesy when discussing arrears issues and generally any problem is quickly rectified.



## Maintenance

Ray White Springwood has a pool of experienced, trustworthy and competent tradespeople who we use on a regular basis.

**You can be assured their maintenance/repair work will be of the highest standard, be the best price and be guaranteed.**

Our tradespeople must complete a contractor appointment form which is updated annually. This form gives information regarding their licences, accreditation, certificates and relevant insurance policies and lists their rates and charges.

Our property managers will organise any required maintenance work on your property with your approval, and re-inspect after the work is carried out to ensure quality control.

Should your preference be to use your own tradespeople, we are happy to oblige. Please note that in these circumstances, we must also receive copies of your tradespersons licenses and insurance, to meet the requirement of our insurance.

## Water Usage and Charges

A tenant may be charged for all water consumption used at the property under the following provisions:

- ✓ **The premises are individually metered for water**
- ✓ **The tenancy agreement states the tenant may be charged for water consumption**
- ✓ **The premises are water efficient compliant**

You may choose not to charge your tenant for all water consumption and charge the tenant an “excess” amount only. In this case, our office will invoice a tenant for all water consumption over 50 kilolitres per quarter.

## Smoke Detectors

From July 2007, changes to Legislation means the installation of smoke alarms in all residential properties is now compulsory.

**This Legislation also states landlords are required to replace smoke alarms when needed, as well as test and clean the alarm and replace the battery within 30 days of the start of a new tenancy (including renewal).**

Tenants are responsible to test, clean and replace batteries at other times during their tenancy.

If you wish not to do this yourself, our office will engage a smoke alarm maintenance company to take care of this responsibility on your behalf. It is imperative that this be done in the correct time frame to ensure you do not breach legislation or void your home insurance.

## Keys and Security

We request you supply our office with three full sets of keys to your property. Two full sets are given to the tenant with the third set remaining in our office to access the property for inspections and in emergencies.

We will provide you with a photocopy of the keys you provide to us.

The residential Tenancies & Rooming Act states all tenants are to receive at least one copy of all entry/exit door keys each and at least one copy of keys for each lock in the property. Furthermore, all entry/exit doors must have at least one working lock and key while all windows must lock when closed in order to be seemed secure.

To maximise security, the copy of key kept in our office are tagged, coded and no addresses are listed on the keys.

The tenants set of keys are photocopied and signed by the tenant at the time of taking possession of the property. When the tenant vacates, the returned keys are matched with our photocopy. Should the tenant not return a key, they will be responsible for having that lock changed.

## Payment of Invoices

Our office is happy to pay any invoices on your behalf, such as any approved maintenance, rates, insurance, body corporate levies etc.

We ensure all rates notices are paid on or before the due date so the discount will apply. Should a quote be approved for maintenance at any time, funds will be withheld to ensure funds are available for payment when the invoice is received.

Should you choose our office to pay your rates on your behalf, we will automatically invoice tenants for water payments, however should the rates notice be paid by yourself, you are then required to pay the invoice, then forward to our office for invoicing to the tenant and subsequent reimbursement.

There is no extra charge for payment of any invoices on your behalf.

Your rent monies are banked into your bank account on the 1<sup>st</sup> of each month and the 15<sup>th</sup> of each month. Whatever the amount we are holding in your account on these days is the amount that is banked, less our commission and fees.

These monies are banked as cleared funds and may be drawn upon immediately.

If you have a mortgage payment to be met, we suggest you don't rely on the fortnightly banking to cover your mortgage payment, as the amount banked cannot be guaranteed and should insufficient funds be banked, fees from your financial institution may be charged.

## Statements

Your monthly statement is posted or emailed from our office on the first working day of each month. However, should you receive your statement via email, your hard copy of any invoices (such as any maintenance, rates etc.) will not be sent monthly with your statement, but will be posted to you each in order for you to complete your taxation requirements.

A full financial summary of the year's events will be sent to you at the end of June for taxation purposes, this is free of charge.

## Client Communication

Regular communication with our clients is very important to us and you will be contacted on a regular basis to keep you informed and up to date.

We also issue a regular newsletter advising current market trends, local news and information, finance information, changes to Legislation and information regarding current properties for sale.

Be assured that no tenant will be selected for your property without first discussing the application with you, and no tenancy will be renewed and/or rent increased without your written approval.

You will be notified immediately should your tenant give notice and when the current lease is due for renewal, you will be sent a renewal authority asking for your instruction on rent increase and lease renewal period. Should we be able to contact you by email or telephone, we will forward written notification and await your reply before proceeding.

**If you have an email address, be sure we have that on file as we find email to be the quickest and most effective way to communicate with our owners.**

## Fee Inclusions

### Management Fee Includes:

- Collecting rent and issuing receipts
- Rent disbursement to owner and statements
- Processing and supplying EOFY Statement
- Processing and supply of EOM Statements
- Arrears control
- Rent increases
- Tenancy renewals
- Processing insurance claims
- Processing break lease situation
- Processing change of shared Tenancy
- Payment of rates/insurance
- Organising quotes
- Negotiating maintenance with all parties
- Carrying out repairs and maintenance
- Inspecting maintenance
- Paying maintenance invoices
- Water invoicing
- Smoke alarm maintenance
- Updates on legal/regulatory changes

### Administration Fee Includes:

- Posting statements
- Phone calls, email and faxing
- Stationary and photocopying
- Bank and transaction fees
- Tenant rent payment costs
- Trust transaction and audit fees

### Letting commission includes:

- Listing brochures, photographs etc.
- Interviewing intended tenants
- Info supply fees (RP Data, Veda etc.)
- Entry/Exit condition inspection and report
- Receipting, processing and lodging bond
- Showing Properties
- Collating and checking applications
- Owner feed back
- Tenant sign up
- Tenant follow-up on entry condition report.



## What we require from you ...

Now that you have made the decision to use our Property Management Service to look after your rental property, we now need to work together to find the right tenant for your property.

As we have a certain standard that we expect all tenant to leave a property, this same standard of presentation of the property must be presented to the tenant at the beginning of their tenancy. We also have certain obligations under the RTRA Act to fulfil prior to the commencement of a tenancy, therefore to assist you we have put together the following checklist of items that are required to be carried out prior to the commencement of a tenancy and/or listing the property.

## Prior to listing the property

**1. Signing of Form 6 Appointment of Agent.**

Our office will not under any circumstance list a property for tenancy without the fully signed and completed Form 6. To do so would put us in breach of the Property Agents and Motor Dealers Act 2000 and we could be fined.

We are also required to be aware of any other agency that may also have received authority from you in regard to listing the property for rental or sale. Please be aware, by signing a Form 6 you are appointing the agent on an exclusive basis.

**2. Have in our possession a copy of the Title pertaining to the property.**

This may be given to us by yourselves or a search is required to be done by our office at a cost of \$22.95. Having this information ensures we are dealing with the rightful owners of the property.

**3. Have in our possession a copy of your dwelling insurance.**

The policy must be current and show public liability insurance cover for a minimum of 10 million dollars.

**4. Have in our possession keys to the property for ease of access.**

**5. The property to be presented in a clean and tidy manner, both inside and out.**

**6. Should the property have a body corporate, a copy of the body corporate laws.**

**7. Should the property have a swimming pool or spa, a copy of the Form 23 Pool Safety Certificate.**



## Prior to commencement of Tenancy

Once the decision has been made to accept an application, the Act states we cannot commit the tenant to the property prior to the tenant having the opportunity to view the tenancy agreement and special terms.

We advise the tenant of acceptance of their application to rent the property then make an appointment for them to view all documents and pay their deposit of a minimum of two weeks rent.

Prior to the commencement of the tenancy and the handing over of keys to the tenant, we must ensure the following items are carried out:

1. Carpets shampooed
2. Pest Control carried out
3. Interior of property is clean
4. All light globes and remotes working
5. All garden beds weed free and if possible mulched, all shrubs pruned and healthy, lawn mowed and edges tidy.
6. Property is safe, i.e. No rotted timber on steps, trip hazards etc.
7. Maintenance carried out, e.g. gutters and drains clean, gates, doors etc. open and close, all electrical items are working and all plumbing in good working order.
8. Owner has provided one full set of keys available for all locks to tenant with an entry set for each other tenant and a full set of keys to remain in our office.
9. Smoke Alarm maintenance in accordance with the Fire and Rescue Services Act 1990 has been carried out.
10. The property is fitted with an electrical safety switch in accordance with the Electrical Safety Regulation 2002.

**And last but not least, sit back and relax while we take care of all your Property Management needs. Please be aware, although we will take as much care as we can and are fully committed to providing you with exceptional service, from time to time in our busy days, things can go wrong and mistakes may occur. You have my promise, that should this occur, we will take all steps necessary to repair the error and if possible make good any financial disadvantage you, as the owner of the property may have suffered as a result of our error.**

**Michael Lanksey & Lindsay Battley (Principles)**

## Meet The Team...

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### Property Manager

Gathering great experience over the past 4 years Remy joins the Ray White Springwood team with the knowledge and expertise to offer the very best journey when leasing your investment. Combining enthusiasm and youth along with the best database systems, Remy brings passion to our dynamic team that will most importantly have someone not just look after your property, but care for your investment.



### Personal Assistant

In his role as Personal assistant, Paul enjoys keeping everything organised behind the scenes. Working alongside some of the areas strongest agents, Paul prides himself on providing a friendly, efficient and professional approach but with his key attributes being positive, enthusiastic, honest, and self-motivated Paul will help where ever he can.



## Ray White Springwood Principles

At Ray White Springwood, you'll find all of your property services under one umbrella. Michael Lanskey and Lindsay Battley, along with Rental Team can offer you the most comprehensive real estate service in the local area – with a network of services spanning the Southside of Brisbane, including areas such as Springwood, Rochedale, Underwood and surrounds. Whether you're buying or selling, hunting for the best finance or insurance deal, searching for a great rental home or wanting a property management team you can trust we're here to assist. At Ray White Springwood, you'll find Australasia's largest real estate supergroup has combined with the local area's most highly awarded real estate agents to create a dynamic Selling Team!