

RayWhite

Property Management

Our approach to maximising your return



The start of great things

RAY WHITE SPRINGWOOD & SHAILER PARK

Welcome

Our mission is to get you the best tenant and the highest rent in the quickest time.

When it comes to that, we're second to none. Here's why:

There's three things you want in a property management specialist.

1

Exceptional service

2

Exceptional knowledge and experience

3

Exceptional and hassle free execution

Choosing to have your property professionally managed is a big commitment. Whether it's your first property, the family home or part of a growing investment portfolio, we know how important it is for you to know your asset is being looked after to the highest standard.

We want to do more than just get you the best tenant and the highest rent in the quickest time.

WE WANT TO BE THE MOST VALUABLE ASSET TO THE MANAGEMENT OF YOUR MOST VALUABLE ASSET.

How do we consistently deliver on that for our clients?

That's what this document is here to explain. We'll go through our approach to property management and what you might need to know to get your property ready to rent. After that, there's a rundown of what to expect when you start leasing, our service commitment to our clients and some helpful charts and information.

So, as we begin, thanks again for considering our office Ray White Springwood & Shailer Park as your property management specialists.

Your Landlord Journey

[1] Initial Appraisal & Meeting

The first steps in your landlord journey with Ray White Springwood & Shailer Park. You will meet with one of our experts to discuss the management of your property. We will provide you with a comparative market analysis for your property to accurately determine the rent your property could achieve in the current rental market. We will then discuss a course of action to ensure you receive the highest rent and the best tenant, in the quickest time.

[2] Legislation Compliance

Over the last few years, the Federal and State Government have introduced legislation into our industry that require landlords and tenants to comply with statutory laws. This is an ever-changing landscape and as such, we must ensure that you remain compliant and your tenants remain safe.

[3] Property Marketing & Open Homes

We're dedicated to getting you the highest rent and the best tenant, in the quickest time. To achieve this, we need to make sure we attract the greatest number to potential tenants to your property. This comes from great marketing, and numerous open homes for the property - including Saturday open homes.

[4] Application Processing and Tenant Preparation

After a tenant submits an application for your property, our experienced team process the application using our comprehensive tenant screening checks, guaranteeing we don't miss any signs of a potential bad tenant. We then give you a list of potential tenants from which to choose. Upon your instructions of approval, we begin preparing for the tenancy, making sure the property is clean and tidy before the tenants collect keys

[5] Initial & Routine Inspections

Our experienced property management team will go out to your property and conduct inspection reports at the start, during, and at the end of a tenancy. This ensures that your property is being looked after throughout the tenancy, and that you are fully informed about your property.

[6] Lease Renewal

3 months prior to your tenant's lease expiry, our team of experts will provide you with an updated comparative market analysis for your investment property, accurately determining the rent your property could achieve in the current rental market. We will then discuss with you and your tenants about renewing the lease agreement, and negotiate a rent increase as per your instructions.



Service guarantee

As you can see, there's a lot to keep track of when managing a property.

Our goal is always to maximise your return on investment. With that as our mindset, each task becomes an opportunity to maintain and build the value of the assets we manage.

Now that we've covered in detail how we go about achieving that goal, it makes sense to provide a summary of what we do. So, here's a summary of what you can expect when you work with our office's property management team at Raywhite Springwood & Shailer Park



WE WORK TO GIVE YOU THE BEST POSSIBLE FOUNDATION



- ✓ We provide expert advice to establish rental value
- ✓ We use our extensive marketing experience to help attract the best tenant
- ✓ We put every prospective tenant through a comprehensive selection
- ✓ We make sure every Tenancy Agreement is completed in writing and signed by both parties
- ✓ We complete a thorough and reliable Entry Condition Report

WE MAKE MOVING FORWARD SIMPLE



- ✓ We make sure a rental bond of four weeks rent is maintained and lodged in accordance with the RTA 2008 Act
- ✓ We arrange maintenance and repairs so that they're of the highest quality and the best price, according to your instructions
- ✓ We handle rent collection and have a 25-day Action Plan if rent is unpaid
- ✓ We take care of any and all invoices on your behalf, according to your instructions

WE ACT WITH YOUR BEST INTERESTS IN MIND AT ALL TIMES



- ✓ We communicate regularly with our clients
- ✓ We inspect the property at the end of a tenancy and compare with the Entry Condition Report, refunding a bond only when the condition is satisfactory
- ✓ We act only according to your instructions and authority
- ✓ We keep in strict accordance with all relevant legislation

Achieving the **highest rent**

We're all about maximising your return on investment.

Ensuring you get the highest possible rent is a big part of that. Right from the start, we'll work with you to establish a rental value that's based on firm market knowledge. With our intimate understanding of the local real estate market and comparisons of similar nearby properties as a guide, we're there to assist you in setting the optimal rental price.

We also personally interview and negotiate with all prospective tenants. We take care of it so you don't have to, and we're really good at it.

From there, our decisions are made with your best interests in mind. We want to make sure you get the highest rent and also make sure the rent gets paid to you as consistently and conveniently as possible. We have a strict and thorough policy for rent-in-arrears. It's explained in full detail in a few pages.

Choosing the **best tenant**

This is important.

You need to have a tested and reliable system for sorting and selection. We do.

It starts with a thorough and comprehensive application form. While we don't want to miss out on attracting a potential good tenant to your property, we also don't want to miss the signs of a potential bad tenant.

Now, legally, we're required to allow anyone who requests to complete our application form and view the property. This is a good thing. We're here to assist any and all interested parties through the application process.

Our Comprehensive Screening Process

Before an interested party is considered a potential tenant at all, they must complete the application. Then the screening begins.

Applicants will be accepted or rejected based on the following checks:

- That the ID and application are valid, verified and matching
- A previous rental history scan with TICA
- A check of all current and previous rental references (making sure that these are valid references)
- A check of current employment reference
- Confirmation of employment details and salary
- An assessment of the applicant's financial ability to pay rent

When we give you, as the owner of the property, a list of potential tenants from which to choose, you know that each and every one of these checks has been completed. Plus, we take the time to personally interview each applicant. Then you get the final say as to who is rejected and who is accepted.

We're happy to provide as much information as we can and any expert advice you like, but the decision of who to choose is completely up to you.



The best tenant
Highest rent
Quickest time



Our tenant selection process

We're dedicated to getting the best possible tenant for your property. To achieve this, you only need to do two things:

[1] Attract the greatest number of potential tenants, and then,

[2] Choose the best one

It's pretty straightforward. You want to pick the best applicant out of a large pool of applicants. Here's how we do it:

ATTRACT MANY POTENTIAL TENANTS

This requires wide reach and great marketing.

In today's market this begins online. We advertise on our own website, social media, realestate.com.au and a number of other online portals. To make your property as eye-catching as possible, we highly recommend professional photography.

Next, we put a sign at the front of the property.

One of the advantages of being with Ray White is that we have a name people recognise. Not only do we have a long-built and carefully tended network within the community, we have a solid and reliable reputation.

This means we can reach out to contacts we've made and people in the market can, and often do, reach out to us.

GET IT DONE IN THE QUICKEST TIME

When you want to get a message out quickly, it makes sense to turn to the industry leaders in marketing and advertising.

Fortunately, after 55 years of combined experience in property management, we've established ourselves well. Well-connected in the community and on social media, we know what to say and who to talk to. If you use Ray White Springwood & Shailer Park to list your property, you know your listing is getting into the right hands.

That's not all. We're efficient and effective. That same experience means we've done this before, countless times. We know what steps to take to get you the best tenancy solution and we've had lots of practice in taking those steps.

Entry Condition Report

Every new tenancy begins with an Entry Condition Report.

We'll send you a copy of it, if you want one. It's a document that describes the condition of your property in very fine detail. It covers everything from light fittings and appliance serial numbers to curtain and carpet colour to the general cleanliness of the house, room by room.

If there's a hole or crack in any of the walls, the Entry Condition Report will note how big it is and where to find it. This way, when a tenancy ends, there's no room for error. We have all we need to defend against tenant non-performance on your behalf.

For that reason, we take this report very seriously. Under no circumstances will a tenant complete this report. We do it ourselves and include colour photos of the inside and outside of the property. The tenant gets a copy, the office keeps a copy for the duration of the tenancy and the landlord can have a copy if they want one.

Once they get a copy, a tenant has three days to check this report and bring it back to make amendments. If the property manager agrees, the amendment will be accepted. If not, the property manager and the tenant inspect the property together.

Routine Inspections

Every property we manage is inspected numerous times per year.

As a landlord, you will always be fully informed about your property. After the inspection, you'll receive a detailed report of your property. You can expect that report to cover these five things:

- How the tenant is maintaining the property, inside and out
- Advice from the tenant regarding future tenancy plan
- Any urgent maintenance needs or repairs
- Any suggested preventative maintenance or budgeted refurbishment
- An visual assessment of the condition of all smoke alarms

These reports are an opportunity to make sure the property is being looked after and to keep our clients fully informed. If any concerns do arise, we'll let you know and then take steps to address them.



Managing Payments and Maintenance

We want to be the most valuable asset to the management of your most valuable asset. That means saving you time.

All our policies regarding maintenance and the managing of finances are designed to be efficient, effective and to take the stress out of potentially difficult tasks.

MAINTENANCE

Ray White Springwood & Shailer Park has a network of qualified, local contractors that we use for maintenance work. To be part of that network, a contractor has to be fully certified, licenced and accredited. We have a form we fill out every year to check all this, relevant insurance policies and any updates to their rates and charges. If maintenance work needs to be done, we pick contractors and tradespeople we can trust to give high quality, guaranteed work at the best price.

Now, if one of our landlords would prefer to use their own contractor or tradespeople, we're happy for that too. For safety and insurance reasons, though, we do have to ask for copies of their licenses and insurance.

INVOICES

As property managers, we're happy to pay any invoices on your behalf. We don't charge anything for this service and we always pay on or before the due date.

If that's what a landlord wants, we'll pay rates, insurance, body corporate levies, and so on. We'll also automatically invoice tenants for water payments. Once a quote for maintenance is accepted, we'll withhold the funds, at the ready, and pay once the invoice is received.

If you'd prefer to pay rates yourself, that's fine as well. Once you've paid the invoice, just remember to forward it to our office and we'll invoice the tenant and handle reimbursement.

These policies work together to ensure that our property management is seamless. They all serve as examples of how Ray White Springwood & Shailer Park keeps you fully informed so that you don't have to get fully involved.

Introducing Ailo

Introducing Ailo, a world-first app designed to give you more transparency and choice over how your property is managed.

Unprecedented Visibility 24/7

See upcoming rent payments, repairs and expenses in the palm of your hand.



Get paid faster

Don't wait until end of month to get your rental income - get paid as soon as rent is paid.



You don't have to shout to be heard

Live chat with your property manager for faster responses and updates.



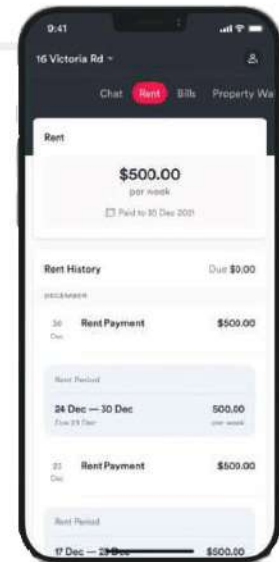
We make it easier for your tenants to pay on time

Your tenants can autopay rent, receive reminders and have the ability to pay rent with a debit or credit card.



Make your money work harder

You don't need to keep rental income sitting dormant, not earning interest and waiting for a bill anymore. Auto pay expenses with rent when due or use a credit card to boost rewards points.

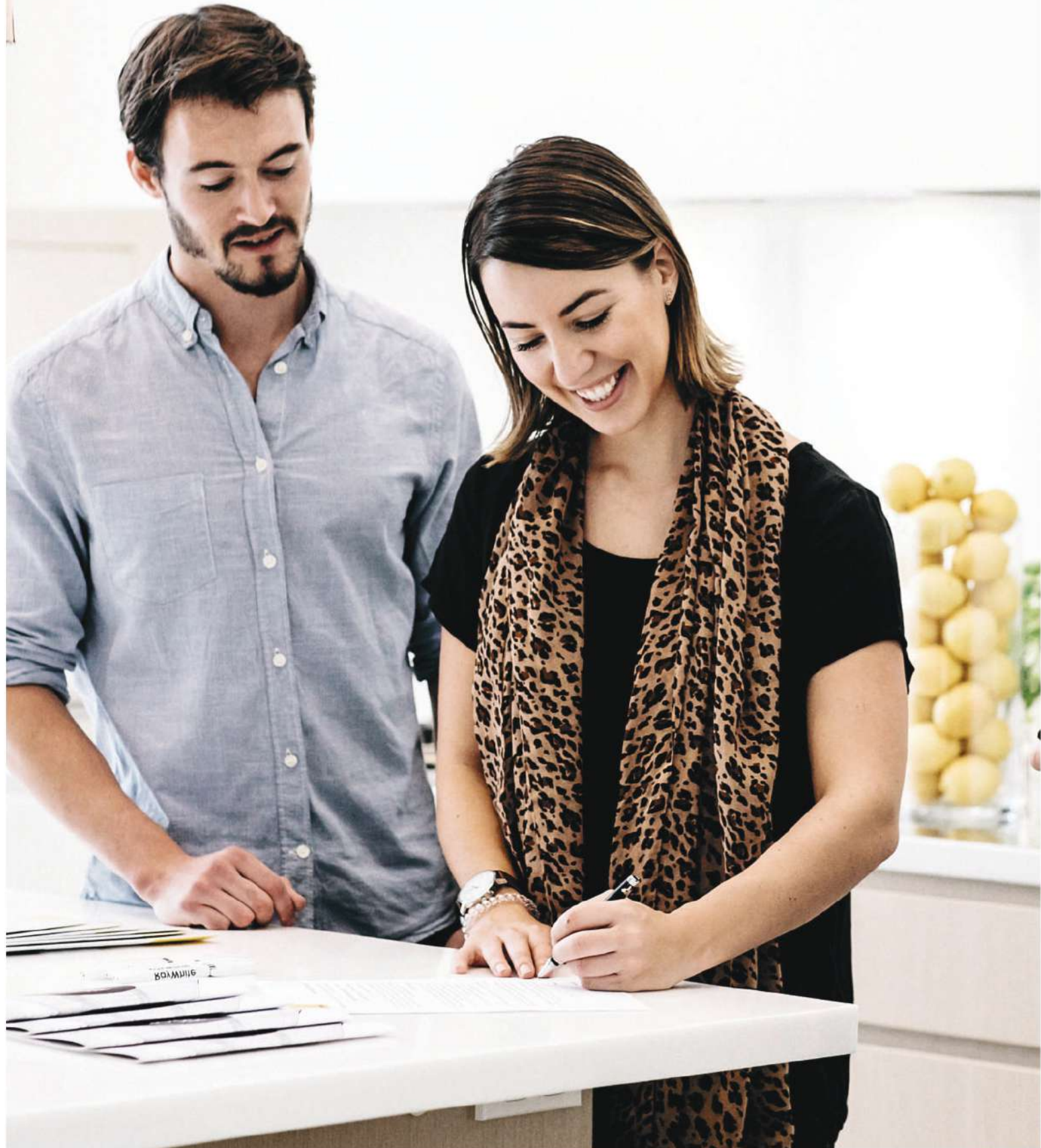


Ailo

Founded in 2017, Ailo is a world-class app that has helped more than 100,000 property managers, property investors and renters work better together.

ailo.io

So you've found
the best tenant.
Now what?



Getting Ready To Start a Tenancy

When a tenant has been selected, we get in touch with them to let them know personally.

According to the Act, they must have the opportunity to view the tenancy agreement and special terms. So, we make an appointment. The tenant is given the opportunity to view these documents and to pay their deposit of a minimum of two weeks rent.

In the meantime, we must make sure the following things are carried out before we can hand over the keys. The New Tenant Checklist outlines these things.

Finally, we also need to complete an Entry Condition Report.

Once the property is ready, an inspection is done and this report is completed.

New Tenant Checklist -

A PRE-TENANCY BOND CLEAN IS RECOMMENDED OR;

- Clean windows
- Clean mirrors
- Vacuum and mop the floors
- Clean the tops of fans
- Get rid of dust and cobwebs (especially in corners and along skirting boards)
- Tidy and organise wardrobes and cupboards (in case someone has a look)
- Scrub kitchen and bathroom surfaces
- Weed the garden
- Mow the lawn and trim hedges
- Clean (or replace) house numbers
- Empty the mailbox
- Empty the rubbish bins

GENERAL MAINTENANCE, SECURITY AND SAFETY

- Carpets shampooed
- Pest Control carried out
- Interior of property is clean
- All light globes and remotes working
- All garden beds weed free and if possible mulched, all shrubs pruned and healthy, lawns mowed and edges tidy
- Property is safe, i.e. No rotted timber on steps, trip hazards etc
- 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
- Owner has provided three full sets 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
- Smoke Alarm maintenance in accordance with the Fire and Rescue Services Act 1990 has been carried out
- The property is fitted with an electrical safety switch in accordance with the Electrical Safety Regulation 2002

Our Rent-in-Arrears Policy

Everything runs smoothly when rent is paid and paid on time.

Fortunately, this is what happens most of the time. But, that doesn't stop us from being vigilant.

Every day we print out a list of any and all tenants who are in arrears and we follow the same procedure with all of them. We have a 25-day Action Plan.

There's also a "Two Strikes" rule. If a tenant is sent a Notice to Remedy Breach two times, an urgent eviction hearing with QCAT can be called.

This is how we act with your best interests. The only reason we would not follow through on this plan is if we were explicitly instructed not to by the landlord.

Arrears Policy - 25 Day action plan

Day 1	If a tenant is one day in arrears, we remind them by text and email
Day 3	If it gets to three days, we call the tenant and inform them they're in arrears over the phone
Day 8	Once rent has remained unpaid for 8 days, the Residential Tenancies & Rooming Act instructs us to formally inform the tenant that they're in breach of their agreement and must remedy the situation within 7 days
Day 17	If 7 more days pass and the tenant is still in arrears, we send the tenant a Notice to Leave, on your instruction. They'll then have 7 days to vacate the property
Day 25	If that second 7-day period comes to a close and the tenant remains at the property, we arrange an urgent eviction hearing with the Queensland Civil and Administrative Tribunal (QCAT)

** Time frames above allow for two days delivery as per QCAT precedents and requirements*



Water

Generally, a tenant can be charged the full water consumption cost for a property. For this to happen, you need to tick three boxes:

- The tenancy agreement states that the tenant may be charged for water consumption
- The property is individually metered for water
- The property is water efficient compliant

If we can't tick that box (or you simply choose not to charge the full amount to your tenant), you can choose to charge for water consumption in excess of the agreed amount with our office. The property manager can then invoice the tenant accordingly.

Smoke Alarms

As for smoke alarms, the legislation is much more detailed.

Poor smoke alarm maintenance procedures can have you in breach of legislation and can void home insurance. So, this is a carefully tended aspect of property management.

By law, all residential properties are required to be fitted with smoke alarms and landlords are required to test and replace them as needed. With every new tenancy or tenancy renewal, the smoke alarms have to be tested, cleaned and given a new battery within the first 30 days of lease commencement

Following that, we have a three-point smoke alarm maintenance policy.

- A smoke alarm maintenance company will be engaged on your behalf. This is the most important of the three points
- Condition of all smoke alarms are checked every routine inspection
- Tenants are instructed that it's their responsibility to inform us of smoke alarm faults as they arise.

There's a lot more to consider when it comes to smoke alarms.

Our Property Managers are always up to date and will let you know what you need to do for compliance.



RayWhite

Get things moving

Contact Property Management today



The start of great things

RAY WHITE SPRINGWOOD & SHAILER PARK