

When you need a little help!

Landlords' Handbook

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We are here to help you with.....

Important and timely information that no landlord can afford to miss...

With today's busy lifestyle, time means money, and you may find that you can not find the time to manage your investment property in a manner that suits you.

At Good Real Estate our fully qualified staff is ready to carry out the Management of your Property and answer your questions seven days a week.

It's not just about collecting the rent – you need someone who also....

- ✓ Understands the implications of public liability.
- ✓ Applies duty of care.
- ✓ Knows property law and will apply it on a daily basis.
- ✓ Carries out regular routine inspections.
- ✓ Keeps you informed on all details relating to your property and your tenants.
- ✓ Carries out rent reviews on a regular basis.

We cover every detail of our Client's Property with our professional service.

When you can't be there to manage your property, we can give you peace of mind by acting on your behalf as if it was our own investment.

Our Management Policy requires an exacting plan of action to ensure the best possible outcome by.....

- ✓ Advertising your vacant property to attract the best tenants.
- ✓ Conducting a thorough selection process to find a reliable and well disposed tenant.
- ✓ Dealing with formalities such as leases, bonds, keys and associated paperwork in a professional manner.
- ✓ Making sure your vacating tenants have fulfilled all their obligations lawfully.
- ✓ Inspecting and maintaining your property at regular intervals and ensuring repairs are carried out in a prompt and efficient manner.
- ✓ Providing daily checks of rent arrears and reviewing rents when tenancies are renewed.

In the following pages, you will be able to see the process we use and be assured that your investment is in safe hands.



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We are here to help you with.....

The Services that set us apart from the crowd.

As a landlord of sought-after property you may be missing out on some of the many ways that you can maximise returns on your investment.

For example:

- ✓ Intelligent and cost effective marketing.
- ✓ Free design consultancy.
- ✓ A deep understanding of how to achieve the maximum return on your investment.
- ✓ Innovative photographs and professionally written descriptions of your property.

Are you receiving the level of service that you deserve from your current Property Manager?

When you become a valued client of GOOD Real Estate Property Management Division ...**DOORS OPEN TO YOU.**

You are entitled to exclusive and specialised services that other Property Managers wouldn't even dream of offering, *let alone offering them absolutely free.*

For example...

1. Treat you as an individual and your property as special, and market your property according to your wishes and your property's unique niche in the Rental Property Market.
2. Carry out regular property inspections and maintenance checks giving you a timely response with reports, photos and regular communication (generally every 3 to 4 months).
3. Monitor your tenants accounts daily and take action on any arrears immediately.
4. Offer you FREE market appraisals on your investment properties and keep you informed of market trends in this area.
5. Really understand what you are trying to achieve with your investment, and discuss methods of maximising your future returns.

Are you ready to add to your property portfolio?

Our office carries comprehensive listings of properties that are available for sale in the Gladstone area. Just contact our office and our staff will assist you with the sale of your existing property or the purchase of a new one.



We are here to help you with.....

Obtaining High Quality Tenants

Are you frustrated by property managers who just don't seem to understand that **no rent = no income = no loan repayments = nil investment?**

If you have longed to achieve the **highest possible rental returns** and **above average, industry beating maximum occupancy rates for your property**, this could be the most important information you will read this year.

Reassurance that all Tenancy applications received by our office are screened and processed in a professional manner...

1. Being a Member of the Tenancy Information Centre of Australia (TICA), an organisation where real estate offices may register defaulting tenants, we make enquiries on all names on an Application for Tenancy.
2. Identification is required from each person on an Application, i.e.: drivers licence, passport, birth certificate.
3. At least two references from previous landlords or agents are required.
4. Proof is required of the last residential address of all applicants, such as a copy of their telephone or electricity account or bank/credit statement.

5. All applicants are asked for supporting proof of income available for rental payments.
6. We check all applicants' places of employment to verify that income statements are correct.

With Incoming Tenants you can relax, knowing that all steps have been followed.

1. Monies are paid in full, by electronic transfer, direct debit or bank cheque. Personal cheques are not taken for bonds.
2. The condition report is completed, signed and photocopied for future reference.
3. Leases and Residential Tenancies Authority (RTA) documents are completed, signed and photo-copied for future reference.
4. Bonds are collected and sent to the RTA.
5. Property keys are that are handed to the incoming tenants are photo-copied and signed, for future reference when your tenant vacates your property.



We are here to help you with.....

Your Vacating Tenants

You will agree that Happy Ending don't just belong in fairy tales. They are just as important when your tenant decides to move house.

It is easier to focus on the exciting future rather than the mundane present. With tenants, having said "goodbye" to your property, they may overlook certain obligations.



Our job is to make sure that they recognise their obligations and we try to make the vacating process as painless as possible for both parties.



You can relax, knowing that we have taken care of all the details.

1. Your tenant receives a "vacating guide", showing a list of requirements they must comply with on vacating the property.
2. We notify you that the tenant is vacating the property.
3. We seek your instructions before your property is placed back on our vacancy list, and marketing for new tenants has commenced.
4. Our 'prospective tenants' list is checked for possible applicants and signs are placed in our window and on your property (this can be subject to Body Corporate rules).
5. An inspection is carried out when you tenant vacates the property and hands the keys to us.
6. If your tenant has carried out all instructions and left the property in an acceptable state, then we will refund their bond on your behalf.



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We are here to help you with.....

Ongoing Property Maintenance

You have no doubt heard alarming stories about agents who do absolutely nothing to look after properties beyond writing receipts for rent.

For them, property management is regarded as the “nuisance” factor in their business.

With us, it is our main focus! You can be assured that we carefully guard our reputation for efficiency and integrity. Property Management forms the main part of our business.

If you believe that Property Management should be more than just rent collection, we are in full agreement with you.

To us, management means fixing problems before they become disasters. It means a carefully detailed and planned maintenance program based on your specific requirements.

This could include....

Paint touch ups and minor repairs to the exterior and interior of the Property.



Window clean and wash down of the exterior of the property after tenants vacate.

Removal of any excess rubbish that has accumulated over a period of time.



Garden clean and refurbishment, replacement of plants and landscape items if required.

Our Maintenance Program includes.....

1. Tenants are asked to report any necessary repairs promptly, assuring them that their rent will NOT increase if they give us this information.
2. Our Property Managers carry out an external and internal inspection of your property every four months.
3. We write an inspection report to inform you about important issues and notify you (if possible) before any maintenance is performed.
4. Only qualified tradespeople who will carry out maintenance in a timely manner are allowed on to your property.
5. Insurance claims are lodged with appropriate companies and followed up by our Property Managers.



We are here to help you with.....

Good Real Estate has a very competitive fee structure as outlined below.

Management fees:	8.5% + GST
Letting fee:	One weeks rent + GST
Postage & miscellaneous :	\$5.50 per month
Advertising:	Free 'standard' listing on realestate.com, free window display plus a free listing in our office colour rental list.

All photos taken free of charge.

'Feature' property on realestate.com – At cost currently \$115.00

Observer Advertising – At Cost

At Good Real Estate there are no hidden fees or charges which you may experience with other real estate agents. Such fees may include lease renewal fees, maintenance or supervision fees, cancellation fees, financial statement fees or routine inspection fees. All our services are inclusive.

We offer discounted management fees to landlords who have multiple properties or landlords who have purchased their property through our office.

Remember all agent fees are fully deductible.

Payments to landlords are made on the last working day of the month to the nominated bank accounts of your choice. We also have provision for landlords to be paid twice per month (on the 15th and on the last working day) if requested, at no extra charge



We are here to help you with.....

Our Property Management Guarantee

Our aim is to maximise your income, minimise expenses and ensure the capital growth of your asset, according to market conditions.

The best interests of our lessors (Property Owners) comes first.

We maintain a well presented, clean and welcoming office, with courteous, efficient staff to attract reliable tenants of a high standard.

Property Management staff have, as a minimum requirement, registration as Real Estate Salespeople (Property Management) with the Office of Fair Trading. Staff education in all aspects of Property Management is ongoing.

Up to date advice and assistance is provided at all times, and this includes the period before you authorise any agreement with us.

Your property will be placed on our vacant rental list as soon as it is entrusted to us, or as soon as a notice to vacate has been received from an existing tenant.

A marketing program is put in place to attract prospective tenants i.e.: innovative colour photos in our Rental Window, on the Internet, our Available Property list, a signboard in front of the property, Newspaper Ads, and word of mouth. Our high profile location is excellent for promoting your property.

Prospective tenant Data base are accessed and inspections arranged for tenants who are wanting to rent properties equivalent to yours in price and location.

All inspections by prospective tenants are conducted in the presence of a Property Manager, who uses this time to further assess the applicant.

Regular contact with you will be maintained throughout the pre-lease period and you will be provided with an activity update, including any comments received by prospective tenants about your property.

Thorough and stringent checks will be conducted on all applicants for your property as permitted by law. All applicants over the age of 18 are required to be registered, so we can ensure that the information supplied is accurate and the tenants will fulfil all obligations of the agreement. We will present to you all approved applicants for your property.

A comprehensive written report is provided to each property owner after inspections at four monthly intervals. Photographs may also be provided, and we also do regular drive-by inspections to ensure your property is well cared for.

Tenants are made aware of our policy of zero tolerance of rental arrears. We carry out checks on a daily basis, and immediately follow up on outstanding monies, in accordance with the Residential Tenancies Act.

Maintenance repairs are attended to as soon as they are reported, and we will advise on any ongoing requirements that will keep your property in a condition that helps it retain the optimum market value.

