

ACROSS COUNTRY REAL ESTATE & LIVESTOCK

Property Management Profile



Across Country Real Estate & Livestock

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TABLE OF CONTENTS

| | |
|--|---------|
| Why engage a Property Manager | Page 2 |
| Marketing your Property | Page 3 |
| Tenant Selection & TICA | Page 4 |
| Tenancy Documentation | Page 5 |
| Routine Inspections & Maintenance | Page 6 |
| Rental Revisions | Page 7 |
| Rental & Financial Year Statements | Page 8 |
| Schedule of Fees | Page 9 |
| Smoke Alarm Legislation & Water Charging | Page 10 |

If we have failed to answer your queries or you would like to discuss the management of your property in more detail please do not hesitate to contact us.

WHY ENGAGE A PROPERTY MANAGER?

We at Across Country Real Estate and Livestock understand the importance of owning an investment property and there are many advantages to engaging a professional Property Manager. With the combined knowledge and years of Real Estate experience we can offer far superior services in all aspects of Property Management. We will be acting in your best interest legally as well as ethically and financially at all times.

Both Landlord's and Agent's must act within the guidelines of various Acts of Parliament and by employing a professional Property Manager you can rest assured that the below requirements are adhered to by both yourself and your tenants. Some of the legislation requirements are as follows:

- Property Agents & Motor Dealers Act 2000
- Property Law Act
- Trade Practices Act
- Residential Tenancies Act
- Rental Bond Act
- Anti-Discrimination Act

To ensure that we are always up to date with the current legislation, staff members regularly attend the REIQ (Real Estate Institute of Queensland) training and information seminars.

As your Property Manager, we will undertake a wide variety of tasks. Such as:

- Thorough screening of potential tenants to ensure the most suitable applicant is placed into your property.
- All documentation required is prepared and completed correctly; if this is not done properly it could be detrimental to you the Landlord.
- Ensuring that all your legislative requirements are met.
- Undertake regular inspections to ensure your tenants care for your property as per the terms and conditions of the Tenancy Agreement.
- Any issues that may arise during the tenancy will be dealt with efficiently and as per legislation.
- Ensure that you receive the maximum return from your investment.
- Store tenancy files for a minimum of five (5) years as required; this includes financial records for both yourself and tenants.
- Thorough record keeping of tenants payments and issuing of receipts as required.
- Ensure any repairs required are completed by a qualified tradesperson for the lowest price possible.

MARKETING OF YOUR PROPERTY

Here at Across Country Real Estate and Livestock we know the importance of having your property rented promptly to reduce any substantial loss that can occur between tenancies. There we guarantee maximum exposure of your property by employing the following methods

INTERNET

- As we all are aware a large majority of people have access to the internet these days and by advertising your property on various Real Estate websites a vast amount of potential tenants can view your property. We use the following well known and widely used Real Estate websites
- www.realestate.com.au
- www.acrosscountry.com.au

We also have a business facebook page established

When potential tenants are viewing rental properties on the internet the above sites offer them to enquire on the property by either email, which is sent straight to the Property Manager, or by phone. Both office and mobile numbers are advertised.

RENTAL LIST

As we are a Real Estate, we experience a high level of walk-in enquiry from current tenants, vendors and the general public. We display a rental list in the office which includes a photograph of your property and potential tenants are able to take a rental list with them.

NEWSPAPER ADVERTISING

If requested by yourself we can arrange either a single classified advertisement in the local newspaper or we can advertise your property within the Across Country Real Estate and Livestock colour display advertisement in the paper.

Please note the Property Manager or other staff members if required will carry out all inspections; this ensures the security of your property and ability for us to provide you with feedback and advantage of meeting with the potential tenants. The keys will never be given out to potential tenants to view your property.

TENANT SELECTION & TICA

When processing an application form, we will ensure that all details supplied by the applicants are correct and they will also be interviewed by the Property Manager personally. Our tenancy application form is a comprehensive form that must be completed correctly and 100 points of identification must be supplied before an application can be processed.

The 100 points of identification must be proof of identity, proof of income, current employment details, proof of current address, rental references from both landlords and/or Agents etc.

Please note that once we have completed processing your application form which should only take 24-48 hours we will contact you to discuss all the applicants and you will have the opportunity to approve the applicant you prefer.

Our office is a member of TICA which is a default tenancy control system that allows members to share information about a tenant's tenancy history. The system allows its members to lodge information onto the database and to inquire on information that may be listed on the database.

TICA which is the largest tenancy database operating throughout Australia and New Zealand. The system fully complies with the Australian National Privacy Principles. TICA also complies with the guidelines set down by the offices of the privacy commissioner of New Zealand. By using the TICA system we are in a position to enquire if a tenancy applicant has previously defaulted or not, prior to placing them into your property.

By uniting thousands of Property Managers throughout Australia and New Zealand and collating their information on tenants, TICA has been able to reduce exposure to those people who believe they have the right to affect another person's lifestyle.

TENANCY DOCUMENTATION

There are various documents required at the commencement; during and at the end of a tenancy and as your Managing Agent all forms required during the tenancy will be completed correctly. Some forms required are as follows:

TENANCY AGREEMENT

This document states tenant's details and includes all the term and conditions that the tenants and you the landlord must abide by during their tenancy.

There are 2 terms of tenancy agreements that can be:

- **Fixed term:** the agreement will state the commencement date and the expiry date, however if neither party gives notice to terminate the agreement at the expiration or if the lease is not renewed, it will continue on as a periodic basis (month to month).
- **Periodic Term:** the agreement will start a commencement date but no expiration date; this agreement will be month- to- month.

Once your property is let or the tenancy is renewed, a copy of the tenancy Agreement will be sent to you for your records.

ENTRY CONDITION REPORT

An Entry Condition Report has comments from the Landlord/ Agent and the tenants that are evident to the standard including cleanliness and any damage to the property at the commencement of the tenancy. A thorough condition report is crucial as it enables lessor/ agents to support legitimate claims in respect of damage to premises taking into account fair wear and tear. It also protects tenants from claims that are not substantiated.

A Tribunal may use an Entry Condition Report as evidence if there is a dispute about the bond or condition of the premises at the end of the tenancy.

We at Across Country Real Estate and Livestock will also take a vast amount of photographs to support comments on the Entry Condition Report.

BOND LODGEMENT

When a tenant is approved for your property they are required to pay a total of six (6) weeks rent, four (4) weeks are applied as the bond. However if the weekly rent is more than \$500.00 per week there is no limit that can be requested from the tenants. The RTA (Residential Tenancy Authority) located in Brisbane hold the bond during the tenancy and the Form 2 Bond Lodgement is required as it displays the tenancy details for the RTA to enter into the database.

ROUTINE INSPECTIONS & MAINTENANCE

At Across Country Real Estate and Livestock we like to keep you informed of how your tenants are looking after your property. Therefore, we will carry out the first inspection six (6) weeks after the commencement date of the lease and then every three (3) months after that.

Once the inspections have been carried out we will send you a report to advise how the tenants are looking after your property and will include some coloured photographs of the property which will show the condition of the premises at the time of the inspection.

As a Landlord you have a responsibility to ensure that the property is sound and safe at all times, this includes maintenance issue requests that must be attended to. We have qualified trades people we employ to carry out any maintenance issues required, however if you have trades people you prefer, we will use them.

When tenants report any general maintenance issues required at the property we will contact you before proceeding with the repair. However if there is an emergency repair we will endeavour to contact you to advise. If we are unable to contact you, we will proceed with the repair and discuss once we make contact with you. Emergency repairs are classed as follows:

- Burst water service or serious water service leak;
- Gas leak;
- Serious roof leak;
- Flooding or serious flood damage;
- Serious storm, fire or impact damage;
- Blocked or broken lavatory system;
- Dangerous electrical fault;
- Fault or damage that makes premises unsafe or insecure;
- Failure or breakdown of the gas, electricity or water supplies to the premises;
- Failure or break down of an essential service or appliance on the premises for hot water, cooking or heating;
- Fault or damage likely to injure a person, damage property or unduly inconvenience a resident of the premises;
- Serious fault in a staircase, lift or other common area of the premises that unduly inconvenience a resident in gaining access to, or using, the premises;

RENTAL REVISIONS

We at Across Country Real Estate and Livestock endeavour to always obtain the best price for your investment.

To ensure this we are constantly watching the ever changing Real Estate Market.

We will review and assess the rental for your property at the expiration of the Tenancy Agreement.

To determine the right market value for your property, we will utilize numerous resources to ascertain the current increases; some resources used as follows:

- Internet Advertising
- Newspaper Advertising.
- RTA (Residential Tenancy Authority) website.
- REIQ (Real Estate Institute of Queensland) website.
- Queensland Government website; which includes current CPI increases.

If the rental on your property warrants and increase we will discuss this with you directly.

When implying a rental increase we are required to notify the tenants as per the legislation and the time frames are as follows:

- Fixed Term Agreement- thirty (30) day's notice in writing prior to the lease expiration.
- Periodic Term Agreement- Sixty (60) day's notice in writing.

Please note that the bond held by the RTA (Residential Tenancy Authority) must always be four (4) weeks rent, therefore due to the increase in the rental the tenants are required to "top up the bond" and we will arrange for this to occur.

RENTAL & FINANCIAL YEAR STATEMENTS

Computerized owner statements, will be issued to you each month. These statements will include details such as:

- Rental property address details.
- Tenants details.
- Rental payment for the month.
- Rental payments date.
- Expense i.e. Council Rates, Body Corporate, and Approved Repair Invoices.
- Total funds transferred directly into your account.

With Across Country Real Estate and Livestock we will deposit rental funds directly into your nominated bank account at the end of the month.

We also have the ability to generate a computerized end of financial year statement which is required for taxation purposes.