



**THE
REAL ESTATE**
PEOPLE
real people • real advice • real results

**Your Guide To
Property Management**

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A LITTLE ABOUT US

The Real Estate People is a locally owned and operated company renowned for its friendly staff and their commitment to providing the very best in customer service.

Established in Toowoomba in 2008, The Real Estate People has a wealth of local knowledge and experience and has built a solid reputation for our honesty, integrity and attention to detail. With a number of agencies to choose from, we appreciate that it can be difficult to settle on someone to look after your property. You want to get it right.

That's why we're confident the following information booklet will give you a great insight into how importantly we take our roles and we're sure our experienced team of property managers (and proven policies and procedures) will be the right choice for you.



WHAT WE CAN OFFER YOU

At The Real Estate People, we're recognised for our professionalism, accuracy and expertise by landlords and tenants alike.

We endeavour to make all interactions with The Real Estate People a positive experience by offering excellent customer service. Every agency promises that (as they should), but we really take it to heart.

Choosing a property manager should be done with careful consideration - after all, they are looking after one of your life's biggest investments. But we know we can make that decision an easy one.

We continually review, refine and improve our processes to ensure that we deliver the highest level of service and experience.

We understand what it takes to find, select and retain the right tenant. We pride ourselves on being able to match the needs of both tenant and owner to cultivate long-term working relationships.

Our agency monitors rental arrears daily and follows a strict arrears' policy that is explained and signed off at all new tenancy commencements.

Forget yearly inspections, each and every quarter we personally inspect our properties and compile a comprehensive report on their condition.

While there, we also read the water meter - enabling us to on-charge for usage (which is a great reason to ensure your property is water-efficient).

We continually review, refine and improve our processes to ensure that we deliver the highest level of service and experience.



As you can appreciate, maintenance can be a sensitive and tricky area to navigate.

The Real Estate People will always respect your wishes when approaching upkeep of your investment property.

We will always work to your agreed budget and to your instructions, tailoring your management experience to ensure your property is being looked after the way you want.

All lease renewals and rent reviews are undertaken early, at least three months out from lease expiry and with the current market in mind.

We regularly perform Comparative Market Analysis prior to tenancy renewal, ensuring you are always receiving a maximum return for your property.

How you receive your rental payments can be tailored to your specific needs: bi-monthly, monthly, last day of the month or a selected date throughout the month are all available options.

Whatever you choose, we'll provide an easy to understand rental statement delivered with each payment, ensuring you know exactly when your rental income has been paid.

Each property is different, each customer is different and each tenant is different, so we appreciate we need to be across every issue that might arise.

At The Real Estate People, we know our experienced team is equipped with the knowledge and skills to manage any situation, all the while reinforcing our ongoing promise of excellent service.

Ensuring we provide a 'total property management service' that exceeds your expectations is what we strive to do.

KEY AREAS OF CONSIDERATION



Fast, effective marketing on multiple mediums – ensuring your property is rented as quickly as possible.

A tenant-selection process that guarantees you get the right tenant for your property. With viewings available 6-days-a-week and application process available 24-hours-a-day/7-days-a-week – tenants can apply for a property anywhere, anytime.



You are given final approval of all tenants. You also have options regarding maintenance and income payments to you, which enables you to always be in the driver's seat of your investment.

Regular routine inspections with detailed written reports (including water meter reads) ensure you always know how your property is presented and maintained.



Proven, robust procedural systems in place to maximise communication and standards. These are regularly reviewed and adjusted to guarantee you are always receiving the highest possible level of service.

Vacant properties are given a high priority in our agency. The majority of properties managed by The Real Estate People are leased prior to (or within the first week of) their availability, delivering minimum vacant days and maximum rental return.



With strict 'zero-tolerance' arrears processes in place and multiple choices for tenants to pay their rent, The Real Estate People maintains an arrears rate of around 1.6%.

Your property is in safe hands with our property managers who have the knowledge and experience to handle any situation.



We have an easy to understand and transparent property management fee structure. There are no hidden costs or surprise charges, because we take the time to explain everything.



MARKETING YOUR PROPERTY

Once you have made the decision to list with us, we commence a thorough marketing campaign designed specifically for your property.

This can include professional photos (at market rates), to show your property in the best light, or you can utilise our free agency taken photos – it all depends on your budget.

We immediately advertise the property on a number of leading websites including realestate.com.au, domain.com.au and therealestatepeople.com.au, enabling prospective tenants access to your listing 24-hours-a-day/7-days-a-week.

The Real Estate People also has property listing print outs available at our office location – and these are regularly taken by prospective tenants for perusal.

With your permission, we also present the property with a 'Rent' sign out the front and undertake social media advertising to maximise reach.

Inspections available 6-days-a-week and flexible appointment times (offered after hours) also ensure we are gathering the best pool of tenants for you to choose from.

Our agency also uses multiple online application forms and a manual application process when needed, ensuring all prospective tenants have the ability to apply – whether in person, by phone or via computer.

You can be assured you'll be kept up to date and informed immediately of all viewings and receive an update on all progress throughout the marketing campaign.

Marketing your property is essential in attracting the right price and the right tenant.

FINDING THE RIGHT TENANT

Good tenants are the key to a good tenancy.

The Real Estate People insists that all tenants view the property prior to application.

Our strict rental application policy ensures all tenants are thoroughly checked and every occupant, over the age of 18, must complete an application.

The application is not complete until we have a copy of identification, proof of income, previous rental history and references, personal references and workplace references.

Once this is all gathered, our property managers search all applicants on the Tenancy Information Centre of Australia (TICA) and Barclays MIS tenant/property track.

Only applicants who pass these two searches will continue to the next step of the application verification process.



Every applicant will then have a thorough check of their rental history, employment and income verification and personal references.

Once all of this is gathered, your property manager will phone you or email you, (depending on your communication preference) to discuss the application/s.

The ultimate decision is yours and you can make it secure in the knowledge that we will only bring the best applications to you (i.e. only those that have been thoroughly vetted).

Once approval has been given by you, your property manager will complete a 'sign-up interview' with the successful applicant which includes the execution of appropriate lease agreements and a comprehensive sign-off of tenant responsibilities when residing in your property.

These documents cover maintenance reporting, arrears processes, routine inspections and general obligations the tenant should be aware of and understand prior to the commencement of their tenancy.

You will receive a signed copy of the tenancy agreement with a comprehensive entry condition report which will also have been provided to the tenant prior to them moving in.

When it comes to tenants, finding the 'right fit' is imperative. It's a process that doesn't need to take a lot of time, but it's one that we take very seriously (and with the utmost care).

ROUTINES - MORE THAN JUST REPORTING

Prior to any tenant taking possession of your property, a thorough and detailed entry condition report is prepared, including photographs.

Ensuring your valuable asset maintains its presentation and investment value is vital, as it guarantees its ongoing successful performance.

The quality of this reporting sets us apart from our competitors and delivers a straightforward tenancy because we have all the necessary evidence to successfully resolve any condition disputes.

We also have a 'time and date'-stamped snapshot of your property at the beginning of the tenancy, benchmarking the exit standard required.

Quarterly routine inspections are conducted and a detailed report is provided on the ongoing condition of the tenancy.

We read and charge water usage at each inspection, ensuring that the tenant has smaller 'bite-sized' water usage bills every three months.

This also ensures we are collecting usage for you more regularly and are able to pick up on any potential water-leak issues faster.

If you are not charging for water and would like to know more, please phone one of our friendly property managers – we are always happy to help.

During our routine inspections, a crucial part of the management process is that we are able to see and report on any potential damage or maintenance items.

This is vital to the ongoing presentation and performance of your asset.

Appropriate action is taken after routine inspections, ranging from praising tenants on how well they are keeping the property; to breaches for damage (or not following up and adhering to warnings).

We pride ourselves on maintaining your property.

From time to time, tenants or our experienced property managers will highlight maintenance items for your consideration.

We do not proceed with any repairs that exceed your specific instructions unless they are deemed to be an urgent matter that warrants immediate action.

You are able to customise this area of your property management also.

From choosing your preferred supplier, to authorised repair amounts and attending the property yourself or paying the invoice yourself – we just need to know what you prefer and we will make it happen.

Should you use one of our recommended tradespeople, you can rest easy knowing they are qualified and insured.

You will always receive a copy of all invoices paid on your behalf – generally delivered with your rental income statement.



DURING THE TENANCY

A strict 'zero-tolerance' for rental arrears is enforced by The Real Estate People. The policy is outlined at the tenant sign-up interview, ensuring they are aware from day one.

*Maximum Rent
and
minimum arrears
is our aim.*

Our policy is listed below:

1-3 days in arrears	Reminder SMS message
4 days in arrears	Reminder Phone Call or SMS message or letter
8 days in arrears	Notice to Remedy issued with 7 days to remedy breach
17 days in arrears	Notice to Leave issued with 7 days notice to vacate

You will be kept informed if your tenant has problems paying the rent.

Our trust account is balanced daily and the arrears are monitored daily with action taken at every point outlined.

Tenant invoices – i.e. water consumption, also form part of our arrears' procedure.

Tenants are provided 30 days to pay an invoice, and we perform a number of reminders leading up to the due date, culminating with a breach for non-payment after the due date.

Appropriate action is always taken against defaulting tenants and notices are served in accordance with the Residential Tenancies Act.

It is important to note that, where possible, we work with the tenant to get them back on track.

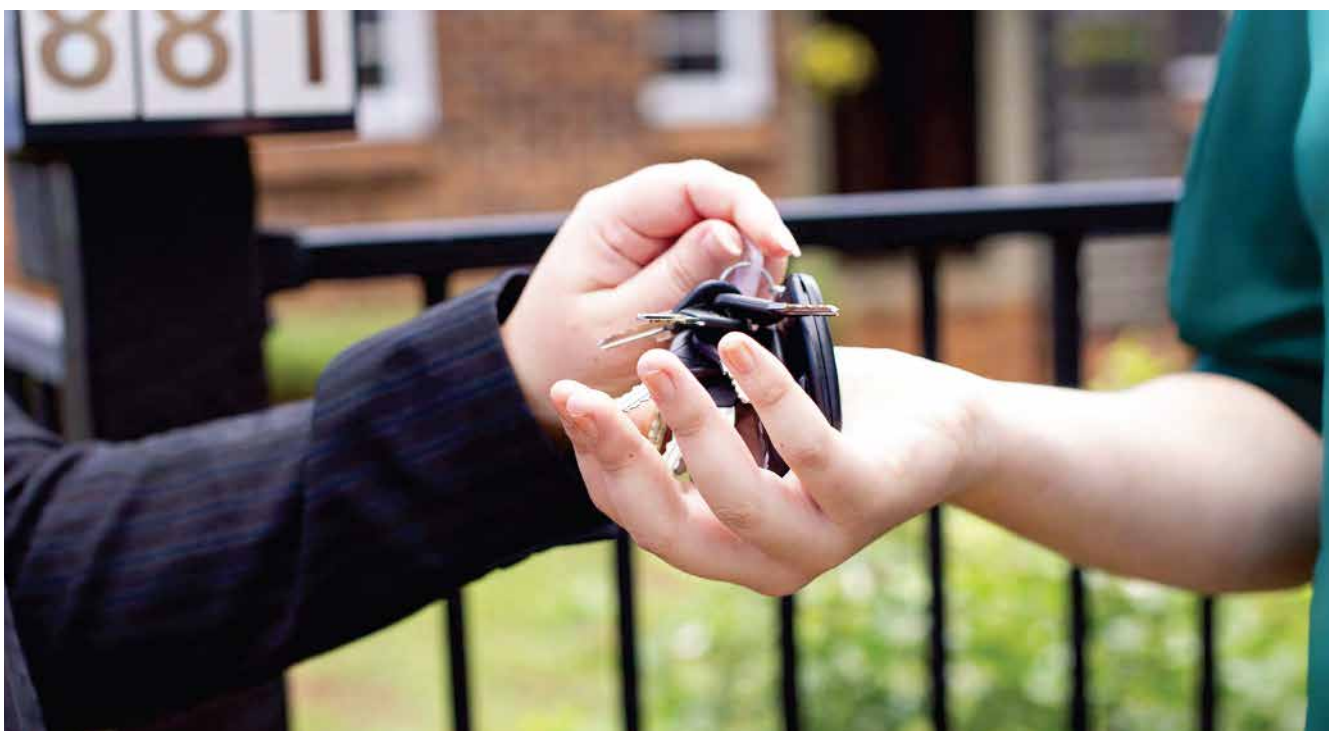
You are a well-informed partner in this decision-making process, but it has been our experience that working with tenants through the arrears process helps ensure your property does not get damaged or abandoned, maintaining maximum rent (because the property is not vacated leading to vacancy).

Our strict policy ensures that arrears do not become insurmountable and you will never be blindsided by non-payment.

Our experienced team of property managers will guide you every step of the way and will proceed to QCAT or mediation on your behalf should that be necessary.

Processes and costs involved with this step are always discussed up front and our recommendation will always have your best interest in mind.

All rental funds held in our trust account will be distributed to you as per your instructions. You can choose to receive these funds monthly, bi-monthly or on a specific date. You will receive a statement showing all income and expenses relating to your property at each disbursement (via email or post).





A 100% dedicated property management team ensures we can deliver exceptional results and service to you.

THE TOTAL PACKAGE

PROPERTY RELATED EXPENSES

Any bills relating to the property such as rates, water, gardening, insurance and strata levies can be directed to us for payment – at NO extra cost.

This is a very effective ways of maintaining all relevant expenses and recording them on one statement.

All statements have a copy of all invoices paid in that period and all expenses will be detailed in your summary statement at the end of each financial year. Tax time just got easier.

LEASE RENEWALS

Maximising your rental return is one of our passions, balanced with keeping quality tenants.

No less than three months from the expiry of the tenancy on your property you will be contacted by us and our recommendation for the renewal of the tenancy will be provided based on the market.

We may, for your information or at your request, provide a Comparative Market Analysis to outline how we determined the value of your property. Written instructions will be requested from you on renewing your tenancy.





PETS

At The Real Estate People we understand the need people have for fur babies and also the concern that they bring in a rental property. For more information on your rights and the rights of tenants please feel free to contact us. Our property managers are up to date with the latest in all legislation and will ensure you are always well informed.

PROPERTY ALTERATIONS

As a general rule we do not allow tenants to make changes to your asset. In some cases though it can be a mutually beneficial exercise and, undertaken correctly, can add value to your property. For example, we have had tenants request a wood heater and proposed to pay for half of it. Under an agreement, the tenants were approved for this purchase and conditions were set for the installation to be completed by an approved tradesperson, with a final inspection of the finished product done. Any damage caused by the installation was a tenant responsibility. These sort of agreements (with the right tenants) can be mutually beneficial and should not be rejected out of hand. It is about how you manage it. This is where The Real Estate People will look after you.







OUR COMMITMENT TO YOU

At The Real Estate People, we are committed to ensuring our clients' valuable assets are managed and maintained to the highest possible standards, and that investment returns are maximised.

Our staff is well-trained, knowledgeable and experienced.

They are all backed up with a strong administrative support team and have access to the latest technology.

Each property manager has a cap on the number of properties managed by them, ensuring they have the time and resources to provide you with the best possible service.

The Real Estate People regularly monitors relevant laws and regulations relating to the Residential Tenancies Act to ensure our tenants and landlords are protected.

We're specialists in residential property management and we are confident that we can provide you with superior service.

We have a very simple philosophy around the office: "We say what we do, and do what we say" – so, join us today and see what a difference a great property management team can make.



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