

Property Management

An Essential Guide



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Candice Le
Business Development Manager
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Sharon Hildrew
Senior Property Manager/
Leasing Consultant



Sienna Brackenbury
Director Of First Impressions



Amanda Kennett
Property Manager



Zoe Roberts
Assistant Property Manager



Rachel Sharplin
Property Manager



Our commitment is to strive towards providing you with the highest standard of service. Promises are easily made and just as easily forgotten. We believe that you should only ever make promises you can keep. We believe that we are unique to make these commitments through our service guarantee.

We know our Property Managers are the best in the area, this is why we offer you, the home owner, this **Guarantee** -

- ✓ To respond to your phone calls the next business day
- ✓ To respond to fax and email requests the next business day
- ✓ To market your property on 6 web sites, to display the property on our rental sheet and office window display and to erect a "For Lease" sign when listed
- ✓ To hold open homes and accompany all prospective tenants to the property
- ✓ To carry out thorough tenant reference checks including TICA and Barclay databases
- ✓ To prepare a detailed condition report and inventory list if applicable
- ✓ To prepare all documentation in accordance with the Residential Tenancies Act
- ✓ To collect a full rental bond prior to the tenant receiving the keys
- ✓ To carry out regular property inspections and forward a detailed report to you
- ✓ To monitor arrears on a daily basis and promptly issue the appropriate notices
- ✓ To review the rent at least once a year
- ✓ To arrange repairs and maintenance in accordance with your instructions
- ✓ To carry out final inspections and correctly administer the rental bond monies
- ✓ To offer **FREE** market appraisals
- ✓ To account to you your rental monies within the first week of each month
- ✓ To administer all funds through an audited trust account
- ✓ To use a quality system with checklists to reduce human error
- ✓ To send a **FREE** regular newsletter to all lessors

If you feel that we are not offering you the above services with our office with reasonable cause we will refund you one months management from the time that you notify the Principal/Licensee in writing.

A Future And A Past

Our business was originally established in 1991, and has maintained its position on Waller Road, Regents Park. The trading name, Browns Plains Real Estate, best reflects our locality and our objective to provide a high quality professional service in the local area and surrounding suburbs.

Our industry is changing as quickly as the world and as dramatically as our region. New times demand that we constantly reassess the way we do business, the services we offer, and the goals we set ourselves. Some things will change, others, like our long term business partnerships, will continue to grow and continue to generate shared prosperity.

We are extremely confident in our ability to provide you with outstanding service and support both during the initial process and through the duration of your business relationship with our office. Our team has accumulated a wealth of experience and knowledge and we are confident we can achieve great results for you.

We are proud of our local community and are very proactive in supporting local businesses and sporting organisations, sponsoring Browns Plains Little Athletics and Konga Fitness With Candi.

At Browns Plains Real Estate we believe that our clients and their interests come first!



ENTRUST YOUR PROPERTY TO THE TEAM WITH OVER 30 YEARS EXPERIENCE IN REAL ESTATE!

Originally established in 1991, our team has the skills and knowledge which comes with over 30 years experience in real estate.

We offer good old fashioned customer service combined with integrity, honesty and teamwork.

Our property management team pride themselves in looking after your investment as if it were their own. We are an established independent professional family owned business that cares.

Your tenant will always undergo:

- ✓ TICA (Australian Tenancy Database) checks
- ✓ Financial checks
- ✓ Reference checks

We Will Provide:

- ✓ Total Peace of Mind
- ✓ Free Quarterly Inspections
- ✓ Open Homes
- ✓ Free Advertising
- ✓ Twice monthly payments
- ✓ Free end of financial year statement
- ✓ AND MORE



Testimonials

Glenn & Lydia

I would like to commend Sharon for her terrific customer service. Sharon puts a real personal touch into her work in regard to managing our property. Be it either help with communication between the tenant and ourselves, assisting with getting quotes for work, even providing photos and her personal opinion when we had to select new carpet and paint choices recently. Sharon makes us feel comfortable that our property is in good hands. Don't ever let her go!

Shona

I owned an investment property that I had another real estate agency managing on my behalf. I was extremely disappointed in the service they were providing and was desperate to change. This was extremely stressful for me. I spoke to Candice from Browns Plains Real Estate. Candice was so helpful, informative, friendly but at the same time professional. She basically walked me through the whole process of changing to Browns Plains Real Estate. The whole change over process could not have been easier for me.

My investment property was basically left in a big mess from the previous real estate that was managing it. Sharon, straight away made everything ok again! She was always attentive, thorough and only too happy to assist with whatever queries I had. The communication, which is often lacking in other real estate agency's, was NEVER a problem with this one. I can't speak highly enough of both Candice and Sharon. I Would HIGHLY recommend them to anyone who is looking for a personal, friendly, reliable and professional agency to manage one of the biggest assets you could ever own.

Sarah

Candice has helped us so much now that we have moved back to Brisbane from living in Sydney and has been absolutely fantastic with ideas for the Crestmead house, the contracts and responding to emails/calls. Even if we cannot find the property we love for sale with you, no doubt in my mind we will list it with your rental division. She is a great asset to your company!

Christine

Candice handled the rental of my property for me and I was extremely impressed with the professional manner in which my property was handled. Candice was helpful and considerate to me, my family, my home and my availability. The property was photographed to its best advantage and advertising was excellent. I was kept up to date with reports regarding open days and any other interest through phone calls or viewings. Candice ensured she knew my property well and could speak to the potential tenants with knowledge and professionalism. She presented personally as an experienced, friendly and professional person who made the experience of renting an easy and relaxed process.



Testimonials

Luke & Chantel

Just wanting to let everyone know how impressed I am with Amanda Brown's efforts in finding tenants for our rental property. Everything was done so quickly from the advertising, open house and processing of applications and we are extremely grateful for this, especially at this time of year! (4 weeks before Christmas!) Your email regarding the applicants was very thorough and made the decision easy for us. Thank you for your hard work and dedication and we hope you have a fabulous Christmas and New Year. You really have exceeded our expectations!

Judy

It is with great pleasure I am writing this testimonial for Sharon Hildrew of Browns Plains Real Estate who is the personal property manager of my rental property at Boronia Heights. Sharon has been managing my property for over 12 months now and has shown herself to be professional, prompt in her return of emails, phone calls and attention to issues relating to my property. The thing I most like and respect about Sharon is that nothing is too much trouble for her! I have had other property managers in the past who have not maintained her high standard of care and for this she is to be commended. As I live in NSW, it's a great comfort to me that Sharon is looking after my property, which was once my home. I hope we have many more years continuing our professional relationship together.

Glenda & Darren

"Browns Plains Real Estate have been our Property Managers for over 9 years now and we have found them to be nothing but professional, reliable and very experienced at what they do. Living over 1000klms away from our Rental Property we very much rely on Browns Plains Real Estate to not only look after our investment but also look after what was once our family home which also involves an emotional attachment on our part. Not only can I phone them any time with a query but I have the confidence in them that when something is to be repaired they have highly qualified Tradesmen to call on and we know that the job will be done to a high standard.

"From a Landlords point of view the most important thing that we look for is a good tenant who will pay their rent on time and apart from normal wear and tear, not damage the property. In the nine years that we have been with Browns Plains Real Estate we have been very happy with the tenants that we have had and in choosing new tenants we very much rely on Browns Plains Real Estate to advise us and in the end we go with their first impressions, back ground checks and most of all their gut feeling.

"How did we choose Browns Plains Real Estate? While living in Brisbane before getting ready to move I was trying to decide which Real Estate to call and happened to be talking to my neighbour, who happened to be renting a property through Browns Plains Real Estate. They had nothing but high praise for them from a tenant's point of view, as every 4 months they did inspections, any problems that arose were fixed up properly and most of all, all the staff were very friendly to deal with. We have never regretted our decision to go with Browns Plains Real Estate."



Our Standard Services

- ✓ Evaluation of your property and advice on how to obtain a quality tenant quickly and achieve a premium rental return.
- ✓ Advertise your property free of charge through the internet, office window and rental list available in our office www.domain.com.au, www.rent.com.au, www.realestate.com.au, www.brownsplainsrealestate.com.au
- ✓ Open Homes conducted for prospective tenants.
- ✓ Conduct property inspections a 3 times per year and provide a detailed written report including photograph.
- ✓ Receive and process tenancy applications (including employment, residence checks, and database checks through the tenancy information centre Australia).
- ✓ Complete and process tenancy agreement, rental bond forms, and collect rental/ bond monies.
- ✓ Lodge residential tenancy forms and bond monies.
- ✓ Conduct comprehensive Entry Condition Report detailing property condition before commencement of tenancy, listing all features and defects.
- ✓ Offer landlord protection insurance and arrange cover on your behalf.
- ✓ Receive and manage any maintenance problems in accordance with RTA regulations and your instructions, including arrangement of quotes. Please note all trades people used are licensed and insured.
- ✓ Ensure tenant maintains the property in accordance with tenancy agreement. Failure will result in the relevant breach notice being issued.

Our Standard Services (cont.)

- ✓ Collect rent and recover any overdue rents in accordance with the RTA regulations. Rent is monitored daily and acted upon at the first instance.
- ✓ Attend, on your behalf, any mediation with the tenant via the RTA and any small claims hearings as required.
- ✓ Pay rates, body corporate fees, insurance and maintenance accounts, when requested.
- ✓ Advise tenant prior to the expiry of the lease and organise letting or re-letting of the property.
- ✓ Up to date information on legislation.
- ✓ When the tenant vacates complete a final inspection, attend to any cleaning or maintenance issues and the refund of bond monies, place new tenant.
- ✓ Disperse rent to owners either once or twice per month, and issue a monthly statement.
- ✓ Provide end of financial year summary of income and expenses.
- ✓ Review rental amount and rental competition at the end of each lease period.
- ✓ Provide a free market appraisal on the likely selling price of your property, on request.
- ✓ Regular communication to keep you informed and updated on your most valuable asset.

Key Services

Property Maintenance

As your Property Manager, we report to you on all maintenance issues. Fully documented inspections are conducted prior to the tenant taking possession, during the course of the tenancy (four monthly), and at the end of the tenancy.

Is the tenant caring for your asset in accordance to the terms of the lease?

Our policy is to detect and resolve any problems early in the lease period to avoid a compounding problem.

Are there any preventative maintenance issues which you should be aware of?

We do not wait until the guttering is rusted through or the fences are leaning over before we contact you. Our recommendations will often result in longer tenancies and premium rents being achieved as well as maximising the capital value of your asset.

Urgent Maintenance Items

As a licensed Property Manager, we have a legal responsibility and duty of care to act immediately on any potentially hazardous situations. These situations may include electrical faults, plumbing and faulty or hazardous construction.

Browns Plains Real Estate maintains a network of qualified and proven tradespeople who are fully insured and reliable.

We guarantee to keep you informed and to act in accordance with your instructions and in compliance with the RTA.



Key Services (cont.)

Accounting And Charges

Rental income is credited fortnightly with end of month statements detailing all monies collected and disbursed on your behalf during the period. These statements will form the basis of your annual income and expenditure summary which is issued at the end of each financial year. Our fees for service are in accordance with the Property Agents and Motor Dealers Act 2000 and are tax deductible:

- ✓ Letting fee of one week's rent + 10% GST - New tenancies.
- ✓ Re-letting fee - no charge to Landlords - if tenants break their lease (outside of a special order from the court)
- ✓ Rent collection and management fee - 7.5% + GST on each weeks rent.
- ✓ Administration Fee - \$4.50 /month (incl. GST)
- ✓ Attending mediation - fees incurred by court
- ✓ Key Cutting \$5.50 per key
- ✓ Insurance claims - no charge

Insurance

Adequate insurance cover is mandatory for all investment properties. We recommend investors insure their properties via a Landlord protection policy or the like. The premium is tax deductible and cover can include loss of rent, malicious damage to property and contents.

All premiums can be deducted from our Trust account from rents collected and our management service includes processing of claims with your written approval.

Of course adequate Building & Public Liability Insurance is also required.



Summary

On the following pages, we have included relevant information for your perusal, please take the time to thoroughly analyse the content.

We trust this information will assist you in choosing Browns Plains Real Estate as the best agency for the management of your property.

We are extremely confident in our ability to provide you with outstanding service and support both during the initial process and throughout the term of the management . Our team has accumulated a wealth of experience and knowledge and we are confident we can achieve outstanding results for you.

The entire team looks forward to your positive response to our proposal and the implementation of our strategies. Please feel free to call us at any time should you require further clarification.



“Your home of property knowledge”



Annexure

- ✓ Water information
- ✓ Smoke alarm / safety switches
- ✓ Pool safety laws
- ✓ Preparing your property for lease

**Copy for your
information**

It's ALL
in the
detail

Annexure (cont.)

Notice to owners regarding water charges

Legislation allows for all water consumption to be passed on to the tenant if all set criteria has been met, the criteria is as follows:

- ✓ The premises are individually metered or water is delivered to the premises
- ✓ The tenancy agreement states the tenant must pay for water; and
- ✓ The premises are water efficient

For premises to be deemed as water efficient, toilets, showerheads and internal cold water taps must:

- ✓ Have a 3 star rating or higher under the Water Efficiency and Labelling Standards Scheme (WELS); or
- ✓ Be of equivalent performance

If the property is not water efficient then the following rules apply:

- ✓ The amount of 'Allowable Usage' per property is anything over 20kL per quarter. This amount is paid by the owner.

Any amount over this is payable by the tenant.

- ✓ Water notices should be forwarded to our office so that we have a record on file.



Annexure (cont.)

Safety Issues / Concerns

We would like to bring to your attention information on Legislation regarding Safety Switches and Smoke Alarms.

All rental properties in Queensland must have a safety switch installed for the power circuit of the residence.

Failure to comply with these regulations raises the possibility of fines or prosecution of the property's owner.

Please advise our office if we can assist you in anyway in having these items installed or checked by an electrician.

Owners of all houses and units in Queensland must install at least one nine-volt battery-powered smoke alarm as a minimum.

This legislation clearly states that the lessor has obligations for installing, cleaning and testing smoke alarms including change of batteries.

The company **Smoke Alarm Solutions** can attend your property for \$79.00 per annum to undertake all requirements by law + other charges.

If you choose to undertake the work yourself we are required to obtain your written acknowledgment that you take full responsibility for ensuring the property is compliant with current Legislation.



**IT'S NOT WORTH
TAKING A CHANCE**

Annexure (cont.)

Pool Safety Laws

Different rules apply depending on whether the pool is a shared or non-shared pool. Spas that are capable of being filled with 300 millimetres or more of water, have a volume of 2000 litres or more and a filtration system, are covered by the new laws.

Non-shared pools

If a pool is only accessible to residents of one dwelling such as a private house or private spa on a unit balcony, it is a non-shared pool. Before entering into a new or renewed lease for a property with a non-shared pool, the owner must ensure a pool safety certificate is in effect for the pool.

Shared pools

If residents of two or more dwellings can use a pool, such as a body corporate pool, it is a shared pool. For shared pools, the owner must give the person who will be the tenant a copy of a pool safety certificate if one is in effect. If there is no certificate in effect, the owner must give a Notice of no pool safety certificate—Form 36 to the person who will be the tenant, to the body corporate and to the Department of Infrastructure and Planning before entering into the lease. Form 36 advises that the pool may not comply and the steps that must be taken to comply. The body corporate has 90 days to obtain a pool safety certificate for the pool. However, for leases entered into on or before 1 September 2012, a phase in period applies—the body corporate has until 30 November 2012 to obtain a pool safety certificate for the pool. If a new or renewed lease is entered into on or after 2 September 2012, the 90day requirement to obtain a pool safety certificate applies.

Pool safety certificates

How do I get a pool safety certificate?

Only pool safety inspectors who are licensed by the Pool Safety Council can issue pool safety certificates. If you have any doubt about whether a person is a licensed pool safety inspector, you should ask to see their pool safety inspector licence card.

Does the pool safety certificate need to be displayed?

Pool safety certificates for shared pools must be conspicuously displayed near the main entrance to the premises or at a gate or door accessing the pool. Owners of non-shared pools do not need to display their pool safety certificates.

Where there is a shared pool, does every unit owner need to have the pool inspected separately?

No. The owner of the shared pool, usually the body corporate, needs to obtain the certificate and make it available to unit owners.

Annexure (cont.)

Pool Safety Certificates (cont.)

Does the tenant need to receive a copy of the pool safety certificate?

For non-shared pools, owners do not need to give their tenants a copy of the pool safety certificate. For shared pools, unit owners need to provide either a copy of the certificate or a Notice of no pool safety certificate—Form 36 to the prospective tenant.

Is a pool safety certificate required when a fixed term lease becomes a periodic agreement?

Under Queensland's residential tenancy laws, if a new fixed term lease agreement is not signed or extended, it automatically becomes a periodic agreement. However, if the original terms and conditions of the agreement change at any point (e.g. a rent increase), a pool safety certificate will need to be obtained before entering into the new or renewed lease.

Is a new pool safety certificate required before each new lease?

Pool safety certificates are valid for one year for shared pools and two years for non-shared pools regardless of how many times the property is re-leased during this period.

Noncompliance

What happens if the pool doesn't comply at inspection?

If a pool safety inspector inspects a pool and is not satisfied that it complies, they must issue a Pool safety nonconformity notice - Form 26. Form 26 advises the pool owner how their pool does not comply and what work needs to be done to comply. Once a pool safety inspector has given a Pool safety nonconformity notice - Form 26 the pool owner has three months to undertake the repairs and arrange a reinspection of the pool. It is an offence for the pool owner to ask a different inspector to reinspect the pool within this period. If the pool owner does not ask the inspector to reinspect the pool within three months, the inspector must notify the Local Government. The Local Government can then take the necessary enforcement action to ensure the pool complies with the relevant standards.

What are the penalties for noncompliance?

Penalties of up to \$16 500 for individuals for noncompliance with the pool safety laws. On-the-spot fines of \$1600 for individuals and \$4800 for corporations can also apply. Enforcement action is taken by Local Governments and, in some cases, by the Department of Infrastructure and Planning.



Annexure (cont.)

Preparing your property for Lease

Provide your property in the state of cleanliness and repair that you expect the tenants to maintain. Your valuable asset requires an ongoing commitment by you. To maintain the competitive position of your property in the market, we recommend:

- ✓ The carpets must be professional steamed cleaned with receipt provided.
- ✓ A current pest control is required with receipt provided.
- ✓ Flea control is required with receipt provided (if a pet has been at the property)
- ✓ The property must comply with local state and authority building regulations.
- ✓ The entire premises and inclusions must be clean.
- ✓ Please ensure that all locks are working and that there are keys supplied for each lock (doors, screens, windows, garage).
- ✓ Each tenant named under the lease agreement must be given a set of keys and a spare set is to be held by the agency.
- ✓ All windows and doors must open and close easily.
- ✓ The property must provide adequate security and allow tenants to obtain contents insurance.
- ✓ A safety switch must be installed.
- ✓ Smoke alarms must be installed on the property and a contractor will be arranged to maintain this service.
- ✓ Water consumption cost can be passed on to the tenant as long as the property meets the legal requirements.
- ✓ If the property has a pool, it must meet with government regulations and the owner must provide a current pool safety certificate.
- ✓ Trees and shrubs should be pruned at least once a year, particularly prior to winter if there are any trees close to the house.
- ✓ If there is substantial lawn area the owner may consider including regular lawn and garden maintenance.
- ✓ The gutters should be cleared prior to letting the property and then once or twice per year.
- ✓ Instructions on the use of appliances/security system and any valid warranty details should be supplied to the agent. Appliances are to be in working order.



We have qualified tradespeople available to perform any of the above requirements. Please remember that all costs are Tax Deductible.