

Clark Real Estate Property Management

- *providing a level of service that sets new standards of excellence*
- *experience the difference...
...enjoy the results*

Company Details

Gillat Pty Ltd T/A Clark Real Estate

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We listen to understand

What is Property Management?

You employ a registered real estate agency to manage your investment property. This agency will manage the letting, rent payments, accounting to the owner, maintenance and day to day matters that relate to these items.

The agency will make recommendations on the upkeep of the property, market rent, all new legislation and follow your instructions as set out in a Management Agreement.

A good relationship between the agency and the owner/s is essential. You want a Company you can trust and who will...

- Maintain the rent at market value
- Make sure the rent is paid on time
- Build a good relationship with your tenants
- Attend to maintenance competently, economically and quickly
- Ensure that the property is safe for the tenants
- Provide a regular written report on the condition of the property
- Suggest future maintenance and/or refurbishment to keep the property up to standard

Clark Real Estate will honour your trust and deliver your needs

Owners have similar expectations and prefer agencies that have ...

- Mature property managers who are experienced, reliable and accountable
- Good accounting methods
- Processes and systems for thorough management
- An agency with the latest methods for researching market trends
- Respect for the tenants
- An energetic office environment with spirited team members who gain great satisfaction from their career

Clark Real Estate understands your needs and will deliver successful results

Caring for you and your valuable asset...

The team at Clark Real Estate will work hard for you every day

Starting Out

One of our team members will meet with you to discuss your needs and expectations. They will assess the market rent of your property and fully explain what is involved in the management process.

If your property is currently being managed by another agency, we can take care of the transfer for you. All you need to do is authorise the transfer and leave the rest to our team.

Leasing

To begin our job, it is necessary to have a management agreement signed. This agreement details your instructions to us, our obligations to you and your obligations to the agency and the tenants.

From there we will implement the marketing strategy to get the property tenanted as quickly as possible.

Managing

Once tenants have been approved, the property will be managed day to day by our specialist team. They take care of all tenant management, all maintenance issues, and any other matter relating to the management agreement.

If you are new to property investment and management, or have been managing a property yourself, we can take the stress and anxiety out of the process for you. If you already have an agency, it might be time to make a change and experience the difference with our management performance.

All you have to do is make the decision; we'll do everything from there.

Achieving the results, finding the solution is our passion

We can answer your questions...

Outlined below are questions often asked by Owners

We look forward to answering your questions and explaining the issues below in detail at a mutually agreeable time

- What is a Management Agreement? When does it expire?
- What are the fees and charges?
- When do you pay the rent money to my account?
- Can you deposit to my bank electronically?
- How will I know how much money to expect?
- How long will it take to find a good tenant?
- What makes a property easy to rent?
- Why do properties remain vacant?
- How are prospective tenants qualified?
- Does a property manager personally show prospective tenants the property?
- What happens if the rent isn't paid on time?
- Can you guarantee that the tenant/s won't damage my property?
- What are the tenant/s obligations?
- What is a 'Fixed Term' Tenancy? . What is a 'Periodic' Tenancy?
- When can I increase the rent?
- When can I visit the property?
- Will you notify me if there is maintenance to be done?
- Can you arrange the maintenance with my tradespeople?
- What is a 'Routine Inspection'?
- What happens when the lease finishes?
- What if I want to sell my property?

We can help you get the property ready...

There are a number of matters to organise before offering your property for rent.

- The property must have a Safety Switch installed
- The property must have Smoke Alarms installed and be compliant with the Fire and Rescue Service amendment Act 2006
- The property must be safe for the tenant/s e.g.
 - Step treads and handrails must be safe
 - Deck/Veranda boards and balustrades must be safe and secure
 - Carpets/Floor coverings must be free from loose threads, ripples, holes and tears
 - Driveways must be safe without rubble or pot holes
 - Swimming pools must comply with safety legislation

Quality tenants look for and are attracted to

- Good security including dead locks
- Exterior security lighting
- Well lit stairwells
- Air conditioning or ceiling fans
- Lock up garages
- Clean and tidy premises and grounds
- Fly screens

Things to consider

- Has a Building & Pest Inspection been carried out recently and scheduled annually?
- Has the property had a Pest Control completed recently?
- Does the exterior present well? Does it need a wash down?
- Is the interior paintwork in good condition? Is there any mould in wet areas?
- Have all carpets and curtains/blinds been professionally cleaned?
- Have all roof gutters been cleared of debris?
- Is the plumbing in good order? Are there any leaks in toilets, dripping taps?
- Has the Hot Water System been checked for any leaks?
- Are the gas bottles full? (if applicable)
- Are the power points and light switches safe and in good condition?
- Are all appliances in good working order?
- Are windows free of cracks?
- Is the yard tidy? Free from dangerous overhanging branches?
- Are all locks in working order?

Other matters that are of high importance

Insurance

- Ensure the property is insured has adequate cover
- Advising your insurance company to insure as a rental property
- Building Insurance
- Home contents insurance
- Lawsuit Protection
- Public Liability (Minimum \$10 Million)
- Landlords Protection Insurance
- Mortgage Protection Insurance
- Income Protection Insurance

We are always ready to assist when you need us

We want what you want ...

- Optimal Capital Gain
- Highest market rent
- Detailed records of every detail of your property, nothing is overlooked
- Records kept of every transaction
- Owner's instructions understood and followed
- Accurate accounting methods. Monies paid on time to a nominated bank account
- A confident and enthusiastic attitude when presenting the property to prospective tenants
- Quality tenants
- Respect for your tenants
- Regular communication
- Mature experienced property managers who are local specialists

Marketing of Rental Properties

- We will erect a "For Lease"- sign on the property
- The property will be advertised on realestate.com.au, domain.com.au, maps.google.com.au, clarkrealty.com.au and the office rental list
- Tenancy applications will be processed and communicated to you for your instructions
- On approval, the bond and two weeks rent in advance will be immediately sought from the applicant
- Arrangements are made for the new lease to be signed, an entry report completed and keys issued to the new tenant

Successful results and your satisfaction are our priorities

Maintenance During the Tenancy

All repairs and maintenance issues are acted upon according to your instructions in the Management Agreement.

However, should a repair of an urgent nature, as specified in Clause 30 of the Residential Tenancy Agreement, be reported, we must attend to this as soon as possible.

Urgent repairs and essential services as defined in the Residential Tenancy Act are:

- Blocked or broken lavatory system
- Gas leak
- Failure or breakdown of the gas, electricity or water supply to the premises
- Failure or breakdown of any essential service on the premises for hot water, cooking or laundering
- Dangerous electrical fault
- Serious roof leak
- Flooding or serious flood damage
- Any fault or damage that causes the premises to be unsafe or not secure
- Burst water service
- Serious storm or fire damage

A complete record of all maintenance on your property is kept on file for future reference.

Trades People

Clark Real Estate will only use tradespeople who have completed an REIQ *Contractor Appointment Form* disclosing their Licence/Card Number and details of their Public Liability Insurance, Workers Compensation Insurance and Indemnity Insurance. The trades people we use are closely monitored for reliability, quality workmanship and cost effectiveness.

We facilitate the process of keeping your property safe for your tenant

Future Maintenance and Property Care

As with your own home, a certain amount of wear and tear is unavoidable during a tenancy. We recommend a program of repairs and maintenance that will ensure your property continues to achieve maximum rental, attract quality tenants and achieve optimal capital growth.

Below are some guidelines and suggestions for your consideration.

- Arrange for a regular Building and Pest inspection at the property (each two to three years). This protects the Owner from litigation and ensures the tenant is housed in a safe property
- Budget to paint internally each 5-7 year period
- Paint throughout in a light neutral colour (not white) and use washable paints
- Clean gutters regularly
- Prune trees and shrubs regularly
- Re-grout tiles in bathrooms and kitchens to freshen appearance
- Shower screens - free of cracks & shower screens free sliding
- Ensure adequate tiling on walls around kitchen sinks, laundry tubs, bathroom basins, showers and tubs
- Tile sufficient wall area to prevent damage from cooking in kitchen
- Replace kitchen bench tops, cupboard and drawer fronts instead of installing a new kitchen, this can give the impression of a new kitchen at only a fraction of the cost
- Avoid soft vinyl flooring as this is more inclined to wear and tear
- Ceramic floors are not recommended in the kitchen as they can crack if heavy items are dropped on them
- Select good quality, hard wearing carpet in a neutral colour with quality underlay upon replacement
- Select a stove with coil elements as the solid type require greater care and treatment during a tenancy
- Conduct an annual pest control at the property

Preparing a Budget

Taking the time to prepare a budget on your investment property will help you estimate the annual income against expenditure. You will also be able to put aside a set amount to save for maintenance and property improvements.

Following is a simple budget to help get you started!

Optimal Capital gain comes with maintaining your valuable asset

PROACTIVE SAVINGS

Replacement Item	Total Cost	Replace Every Number of Years	Annual Savings Required	Weekly Savings Required
<i>Example: Cost to replace carpet throughout</i>	\$4,000	6 years	\$670	\$13.00
Building & Pest Inspection				
Cost to replace window coverings				
Cost to replace hot water system				
Cost to internally paint				
Cost to externally paint				
Miscellaneous maintenance				
TOTAL			\$	\$

PROJECTED INCOME AND EXPENDITURE

Income & Expenses	Amount \$
Income:	
Rental Income	
Other Related Income	
<i>Total Income</i>	
Expenses:	
Proactive savings	
Managing agent fees	
Stationery & postage	
Telephone calls	
Bank charges	
Advertising costs	
Cleaning	
Repairs	
Pest control	
Insurance cover	
Body Corporate fees	
Council Rates	
Water charges	
Electricity & gas	
Gardening & lawns	
Legal expenses	
Interest on loans	
Land tax	
Travel expenses	
Improvements & renovations	
Depreciation of fixtures & fittings	
Capital depreciation (building)	
<i>Total Expenses</i>	
Net Loss/Gain (Income Less Expenses)	

Fees & Charges

Our fees are in accordance with the scale of fees as set out in the schedule of the Property Agents and Motor Dealers Act 2000

Tenant Selection / Letting Fee: One weeks rent plus GST

Administration Fee: \$5.50 per month. Inclusive GST
(Includes bank fees, phone calls, statement preparation, mailing)

Rent Collection Fee: 5% of monthly rent collected, plus GST

Management Fees: 3% of monthly rent collected, plus GST

Advertising: No Charge

Renegotiating of Renewal of Tenancy Agreement: No Charge

Routine Inspections: No Charge

Property Renovation

Major work over and above the standard maintenance requirements can be arranged at your request. We would be happy to prepare a quote for you to co-ordinate such work on your behalf.

Value of work: \$0 to \$1000 – no charge

Value of work: \$1001 and over – 10 % of the value of the work

Mediation / Tribunal

Tribunal hearings are initiated when necessary. The Director of Property Management believes in holding in-house mediation where possible thus avoiding the costs to the Lessor and achieving a quick result. Should we need to attend the court the following applies:

\$50 per hour for Tribunal preparations and attendance

Small Claims Lodgement Fees At Cost

- experience the difference ...

... enjoy the results achieved for you !