



Brisbane Property Market Pty Ltd

PROPERTY SPECIALISTS

Property Management Proposal Information

We thank you for the opportunity to offer our services.

Brisbane Property Market recognises that the decision to invest in income producing real estate is a most significant financial transaction.

As such the decision to appoint an estate agent to work in **your** best interest needs to be taken only after examining all of those services the agent will provide together with the costs of those services.

It is our objective to provide the highest level of personalised Customer Service whilst achieving the best results possible for our clients.

We are a well-established, modern business that depends on repeat and referred clientele and therefore know the importance of providing a quality service with integrity.

It's not just talk; we have a unique team structure to provide this increased level of service and are able to provide a flexible Real Estate alternative that you can rely on to produce great results.

Brisbane Property Market possesses expert knowledge of laws and current market trends with a high degree of competence, professionalism and success based on research, training and service, ultimately the key ingredients for excellence.

PROPERTY MANAGEMENT

At Brisbane Property Market, property owners are assured of obtaining optimum net return and maximum capital appreciation through the cost-efficient computerised management of income producing property. Regular communication ensures that the property owner is aware of all pertinent matters affecting the property being managed.

Brisbane Property Market unlike traditional Real Estate Agents specializes in rental property management. Our first priority is to look after you by taking the worry out of owning an investment property.

For more information regarding the management of your property please contact Stephanie Blundell on 0412 662 265.

OUR AIM

Our aim is to manage your property in order that it will produce for you as an investment,

- Optimum income
- Minimum expenses
- Maximum capital growth

BRISBANE PROPERTY MARKET PROGRAMME

REFERENCE CHECKS

All prospective tenants are subjected to a thorough reference check to ensure they will be able to meet the rent payments and will maintain and care for the property.

We also use the services of **TICA Default Tenancy Control Pty Ltd** and **Barclays MIS**, tenant data bases. By conducting these checks on suitable tenants, we will obtain complete details of their rental history. This means that as a landlord, you can be assured that your tenant placement has been made based on the facts obtained for the Tenancy Database.

RENT PAYMENTS

Brisbane Property Market has a Direct Debit rent payment system once authorized by the tenant the payment system ensures prompt receipts and minimizes arrears. A quicker clearance turnaround is also envisaged for Landlords' funds. Rent payments are carefully monitored. Any arrears are followed up diligently without delay.

Tenants will receive a reminder text and email once they are 4 days behind in rent and will be followed up by a phone call. A letter with a RTA Form 11 Notice to Remedy Breach will be sent out once they are 8 days behind. If the tenants still do not respond and become 17 days in arrears a RTA Form 12 Notice to leave will be sent, giving 9 days to vacate. The Owners shall be notified upon a Form 11 being issued and contacted to seek further instructions as the process continues.

BONDS

The Residential Tenancies Authority holds all bonds. Bonds are not released back to the tenants until the final vacate inspection has been completed and once this meets our specific standard and all monies are paid up to date. The property must be left in the condition it was initially in excluding fair wear and tear.

ACCOUNTING

All income and expenditure is recorded via our in-house computer system and a monthly statement of account is provided.

We ensure that your rental income is deposited directly into your nominated bank account.

We encourage all Rates, Utilities, Insurance Invoices etc are sent directly to us, which are then paid from your account and itemised on your monthly statement.

Copies of all invoices are emailed and hard copies are compiled and attached with your End of Financial Year Statement to pass to your Accountant for effortless auditing.

ROUTINE INSPECTIONS

Property inspections form a very important part of maintaining your investment, and we conduct these for several reasons.

At the commencement of the lease, prior to the tenant taking possession, the property is inspected and a thorough condition report is completed as well as internal and external photos of the premises.

During the term of the lease we are able to undertake a routine inspection of the property within the first 12 weeks of a new tenancy and at intervals of no more than 17 weeks thereafter, In accordance with the Residential Tenancies Act. The purpose of these inspections is to ensure that your property is being looked after by the tenants and secondly, bring to your attention any immediate maintenance needs.

We guarantee 3 routine inspections per calendar year; with notification sent to owners should they wish to attend. Photographic reports are emailed within 7 days of inspection.

KEYS

The office retains all keys to facilitate inspections in a safe and secure cabinet. Under the Residential Tenancies and Rooming Accommodations Act – section 210, we are required to supply tenants with one full set of keys for every lock on the premises as well as a partial set that secures the entry to the premises to each & every other resident that requires them.

WATER CHARGING

Whilst it is the Owners responsibility to pay for all fixed charges for water supply providing the property has a Water Efficiency Certification Form tenants can now be charged for water consumption. Our office arranges for a plumber to do this on vacate date at an approximate cost of \$110. This ensures the following tenant must pay for consumption charges and if any tampering has been done by previous tenants we can charge accordingly. We can arrange for the supplier invoice to be directly issued to our office where an invoice will be calculated and forwarded to the tenants immediately. A water meter reading at the beginning and end of the lease agreement is required to calculate water consumption.

LEASE RENEWALS & RENT REVIEWS

Our aim is to keep your tenant on a fixed term lease. When a lease is approaching term we shall contact you to determine how you would like to renegotiate, offer advice and advise you of our opinion. The decision is yours. We also take the opportunity to adjust the rent accordingly to current market conditions.

VACANCIES

Our goal is to re-new leases and or re-let all vacant properties at the optimum rent so that any loss of income is minimized. **As of April 2024 our current vacancy rate is 0% with our entire rent roll on fixed term leases.**

MAINTENANCE & REPAIRS

Our maintenance department ensures all maintenance matters are supervised to ensure that the cause is fair wear and tear rather than carelessness or neglect. We contact you prior to any maintenance being carried out, with the exception of afterhours emergency repairs. Where necessary quotations are obtained and work is checked prior to payment. All our contractors are professional licensed trades-people with all the necessary qualifications, insurances and expertise.

INSURANCE

Public Liability insurance is essential and Owners are required to hold a minimum \$10 million public liability cover and to provide evidence that the cover has been updated annually.

We also strongly recommend Landlord Protection Insurance. Whilst rental reference checks are completed as thoroughly as lawfully allowed, we cannot predict or know how a Tenant's future ability to meet their tenancy obligations can be affected e.g. in event of death or long illness, loss of job, relationship split etc. We recommend all Owners arrange an insurance policy to protect their investment. Brochures are attached. We are agents for Terri Scheer and Aon insurance and disclose we receive payment for referring our clients.

COMMUNICATION

At Brisbane Property Market we recognize that property investment requires a clear understanding of the agents' duties and responsibilities together with regular contact between the owner and the Property Investment Manager. We undertake to report and receive instructions, via this communication channel, as a matter of priority.

NEWLY CONSTRUCTED PROPERTIES

We specialise in dealing with brand new homes and we have a great business relationship with many builders from the Gold Coast to the Sunshine Coast. We keep up to date with construction reports and lead times as to when your property is nearing completion.

Once your Form 6 is returned to us we are able to begin advertising to ensure you secure a tenant with minimal downtime.

BUILDERS HANDOVERS

We attend to handover with the builder to ensure all keys, maintenance records and guarantees are collected scanned into our system and returned to the property for tenant use, care and cleaning reference guide.

TAX DEPRECIATION SCHEDULES

We currently use TSL services to supply schedules at a fee of \$415 including gst with reports emailed through to Owners and Accountants direct. This fee can be paid direct from your rental income.

INSURANCE

As agents for both Terri Scheer and Aon we can arrange competitively priced insurance to suit your needs on both Building and Landlord Protection. These fees can be sent directly to us and we can arrange payment from your rental income.

Please ask us to provide a quotation.

FIBRE OPTIC & TELEPHONE LINE INSTALLATION COSTS (NEW HOME SERVICES)

It is the responsibility of the owner to accept the cost of laying telephone line cables during the construction of your investment property, as per section 7.1 (5) of the Property Occupations Form 6. It is the responsibility of the tenant to pay for the connection of the phone if they wish to connect. Telstra will bill the tenant for both the cables and the connection. It is required that the Managing agent reimburse the tenant for the cost of the cable. This is done through your trust account ledger so that you have a record of the expense for tax purposes.

Fibre Optic boxes are required for all new properties this fee is approximately \$330 (Opticomm) and is reimbursed to the tenant once their invoice is forwarded to us.

SUPERIOR PROFESSIONAL SERVICE COSTS

Rent Collection & Management Fees

Our fees are based on market price and competitive at 8.8% inclusive of GST for each property.

Letting Commission Fees

For preparation of documents, agreements, tenant applications, condition reports, screening of prospective tenants, reference checks, copies of keys, routine inspections, photo taken during all inspections; we charge the equivalent of **one week's rental value plus 10% GST**.

Administration Fees

\$8.80 per month inclusive of GST (1-5 properties)

Advertising Schedule and Fees

As soon as we are appointed Managing Agents the vacant property will be advertised on the Internet www.realestate.com.au as a feature property and signage placed at the property. \$150 including GST per advertisement, or at cost price.

Other Fees & Costs

Rent Renewals	\$150.00 inc GST
End of Financial Year Statement (1-5)	\$27.50 inc GST

ANNUAL MAINTENANCE REQUIREMENTS

We can arrange general pest control and yearly termite inspections by Your Local Termite and Pest Control upon request. Initial pest treatment is approx. \$170.00

SMOKE ALARM LEGISLATION

Under legislation owners are legally required to test and clean a smoke alarm within 30 days of the start of a new tenancy and for tenancies that are renewed with existing tenants. We recommend the best way to stay compliant is to have a professional contractor carry out an unlimited annual program; current costs are \$129 per year by Smoke Alarms Australia.

WATER CHARGING

Water Efficiency Certification Forms performed by one of our licensed plumbers are approximately \$110 per vacate.

BARCLAYS MIS

Barclays is an innovator in the field of debt recovery. The Protect and Collect Plan is today's most successful debt recovery product in the real estate industry. Not only do we receive a secondary tenant database for reference checks, they also provide debt collection services on all outstanding rent, water and damage charges.

\$77 Per year.

CONCLUSION

Thank you again for the opportunity to submit this proposal to you. We believe that we are an enthusiastic and professional team capable of providing you with the best property (investment) management services. Our experienced staff members are supported by the latest technology, equipment and technical knowledge of Legislation to give you prompt service and security of your investments.

We look forward to receiving your instructions. If you have any queries or wish to discuss our proposal further, please do not hesitate to contact us.

CHOOSING A REAL ESTATE OFFICE TO MANAGE YOUR PROPERTY

PROTECT YOUR INVESTMENT \$\$\$

Property Management has become a serious business and it is no longer as easy as selecting the Real Estate with the Cheapest fees.

When selecting a Property Manager, you need to choose someone who knows the law and is confident in applying the law.

Someone who will pay attention to the finer details, and continually strive to maximize the return on your investment.

Education ongoing training programs and seminars are also an important for a Property Manager to keep abreast of changing legislation and market conditions.

Property Management is no longer just collecting the rent. It is a comprehensive management service where you need a professionally trained Property Manager.

BEWARE of cheap fees! If an agency is offering a discounted fee, you can be sure they will also be offering a discounted service, something Brisbane Property Market does not do.

Contact Brisbane Property Market on 1300 733 123