

THE PROPERTY GROUP ASSET MANAGEMENT PROFESSIONALS

a guide to our
professional asset
management services





about us

The Property Group is an innovative concept promising to deliver exceptional customer service in all areas of asset management. From business development to leasing as well as the ongoing management of your residential and/or commercial property without the distraction of property sales.

The Property Group opened its doors on 9th September 2015 and is fresh, contemporary and up to date with the latest technologies designed to streamline the management of your investment.

We provide accurate advice on all facets of real estate due to regular reviews on company procedures and staff training as well as useful material and information in order to gain the maximum return on your investment.

We aim to continually improve and develop our professional standing in the community as well as our service to you in addition to providing a responsible and educated Asset Management team who can be contacted at any time via phone or email to assist you with any queries you may have. We also offer a landlord portal to all clients, where landlords can log in and view information on their property.

Our Asset Management team are familiar with every aspect of your property and combined with their knowledge of the property management industry; they will ensure your investment is constantly overseen and monitored.

With a strong team including an Office Manager, Leasing Manager and your own personal Asset Manager all with a combined experience of 35 years in the industry, you can be assured your investment property will be well looked after.



our team

Lisa Frendo

BRANCH MANAGER/ PROPERTY MANAGER

Lisa is well known in the local real estate industry and has grown a strong client following since she commenced in 2005. She is well informed and focused on achieving a successful association with both landlords and tenants alike. Her recent appointment as Branch Manager instils an exciting blend of new ideas and office procedures. Along with a focus on staff training and improvement, Lisa cares deeply about client satisfaction and her knowledge of property management is second to none.



Taylor Ralls

ASSET MANAGER

Taylor began her real estate career on the reception desk at John Kerr Real Estate in 2014. Her pleasant, friendly and proactive attitude soon made her a favourite with landlords and tenants alike and quickly led her into an Assistant Asset Manager's role where she continued to develop the skills required to be successful in property management. Since taking on her own portfolio Taylor has increased the properties she manages on the strength of existing landlord recommendations and a growing client base who enjoy her approachable manner.



Baley Row

ASSET MANAGER

Baley is another TPG success story. First employed on reception, he was quick to learn all of the facets involved with property management and the skills he has honed over recent times has led him into the role of an Asset Manager. Like his predecessor Taylor, Baley has grown in confidence and his meticulous professional attitude is an absolute asset to any landlord utilising his services.



Adele Henry

LEASING MANAGER/ ADMINISTRATION

Adele's real estate career began in 2005 and since then she has built her experience in the local market, Geelong region and South West London. A skilful, confident administrator, she works tirelessly in the background to implement new procedures and support other staff enabling them to commit more time to communicating directly with landlords and tenants.



Kelly Cairns

PROPERTY MANAGEMENT ASSISTANT/RECEPTION

Kelly has five years of administration experience, is extremely efficient in her role as receptionist and is a pleasant, helpful face on our front desk. In addition to this role, Kelly has moved into property management where she has taken greater responsibility in this part of the office procedures. We expect Kelly will continue to advance within the TPG office network and prove to be a valuable asset to those who come in contact with her on a day to day basis.



the service we provide

Advertising your property -

Within the Property Group we have a Leasing Manager who is 100% focused on leasing your property.

Once the appraisal has taken place and authorities are signed, our Leasing Manager will liaise with you to arrange photographs and the erection of a 'For Lease' board at the property. We will use these photos and information collected by your Asset Manager to create an accurate leasing advertisement for your property which will be listed on our office screens, rental list and four websites:

- www.thepropertygroup.net.au
- www.domain.com.au
- www.realestate.com.au
- www.renting.com

- Once this advertisement is live our Leasing Manager will work continually on your property, responding to internet enquiries, arranging private inspections and conducting open for inspections on site.
- During inspections the Leasing Manager will gauge potential tenants interest in your property and use this as follow up in the application process.

The application process -

After inspecting your property any prospective tenants are required to complete one of our tenancy applications which can be carried out using a hard copy available from our office or electronically via the internet. Once received, we pride ourselves on our detailed and comprehensive application process that aims to protect your investment by ensuring the right tenant is found.

We check the following:

- Can they afford the property? We do this by reviewing and calculating affordability using payslips or income statements provided
- Current and past rental references - we can trace these for a period of up to 7 years
- We contact character references if required
- We are able to check tenants on a national database

Once we reach this point we will be able to present all interested party's applications to you for the final decision; we take pride in knowing and sourcing applicants who reflect your personal preferences and work in conjunction with you to negotiate lease terms, move in date and any special conditions which may be required.

Residential Tenancy Agreement –

- Once you have approved a tenant we will arrange for them to sign the lease via DocuSign within 48 hours, this secures the property for the tenant and it then becomes a legally binding agreement between parties. Upon signing we arrange their bond payment and first two weeks rent. A staff member will guide your tenant through the Tenancy Agreement answering any questions they may have. This ensures your tenant has read, agreed to and understands every clause of the lease.
- At times it will be necessary to include "Additional Terms and Conditions", for example if the tenant is permitted to keep a pet on the premises – the additional clause will clearly state that the tenant will accept full responsibility for any damage caused to the property by said animals, both internally and externally.
- Another common Additional Term and Condition is a clause stating that smoking is **not** permitted inside the premises by the tenant or their visitors.

Condition Report -

In order to maintain your property to a suitable standard, it is crucial that a thorough condition report be compiled at the commencement of each new tenancy to record the current condition of the property. This report will incorporate all fixtures and fittings, lawns, gardens, fencing and shedding. A major aspect of our report is the inclusion of internal and external colour photos that accompany the written report.

A well-presented home will attract more attention and encourage tenants to make an application to lease the property. It is important that all areas are clean and tidy, both internally and externally.

Maintenance and repairs -

The Residential Tenancies Act 1997 Section 63 states that 'a landlord must ensure that the rented premises are maintained in good repair'.

All urgent repairs must be actioned immediately and non-urgent repairs within 14 days.

At the commencement of their tenancy all tenants are informed of our agency procedures for dealing with maintenance during business hours and after hour calls. They are asked to report any maintenance issues to our office by phone, email or in writing as soon as they occur. We also provide tenants with an after hours number should an urgent repair be required outside normal business hours. This includes weekends and public holidays. Please see below a list of what is classified urgent;

- A burst hot water service
- A serious roof leak
- A blocked/broken toilet
- A dangerous electrical fault
- Failure or breakdown of the gas, electricity or water supply
- Failure of an essential service such as hot water, cooking, heating or laundering

Once we receive a maintenance request we will endeavour to contact you as soon as possible in order to seek your instructions. From there a decision can be made as to how best to proceed with the rectification of the maintenance matter.

Should any urgent maintenance (as previously specified) become apparent at the premises it will need to be acted upon within a 'reasonable time frame'. If the tenant believes this is not the case they are able to arrange the repairs themselves and 'the landlord is liable to reimburse the tenant for the reasonable cost of the repairs or \$3000, whichever is less' – Residential Tenancies Act 1997 Section 72 (2) (b). For this reason and in the case of an emergency, if we are unable to reach you or your designated contact we will make a decision in your best interests and organise the works to be completed by a registered tradesperson whom we trust to complete the works rather than an unknown tradesperson of the tenant's choosing.

Furthermore, our tradespeople must hold;

- Current Workers Compensation coverage
- Public Liability Insurance
- Current licences relevant to their trade
- Demonstrate reliability and professionalism
- Offer competitive rates

Routine Inspections -

We inspect your rental property in the third month of every new tenancy and six monthly thereafter (in accordance with the Residential Tenancies Act 1997). The purpose of these inspections is to ensure your tenants are maintaining the property in a caring and responsible manner. We also check for long term maintenance issues that could affect the integrity of the property.

After every routine inspection you will be sent a detailed report which can also be accessed via our landlord portal. If maintenance is required post inspection we will contact you via phone or email to seek your instructions.

If we believe your tenant has not maintained the property as per the Residential Tenancy Act, we will issue a Breach Notice and re-attend. We will communicate with you through this process if it is required.

Rent Arrears -

Our agency is stringent with arrears which our Asset Managers review daily. Nevertheless, should a tenant fall into arrears, our procedures are strictly adhered to and are as follows:

- Day 2 to day 7 in arrears – regular contact will be made with your tenant. This will include SMS, email and phone calls to determine the reason for the delay in payment. We may be prepared to give the tenant “the benefit of the doubt” as their financial circumstances may have changed. You will be notified should this be the case.
- Day 8 to Day 10 in arrears – Your tenant will receive more serious communication. If we have not been able to contact them during this process, we will often visit the home or contact their next of kin.
- Day 11 to Day 14 in arrears – We begin the process of serving a Notice to Vacate, this includes advising the tenant of what we will be required to do if they do not pay. You will be kept up to date during this process
- Day 15 in arrears – A Notice to Vacate will be sent to your tenant via registered post
- Should the tenant pay no further rental monies in the next three business days we then apply to the Victoria Civil and Administrative Tribunal (VCAT) for an order seeking repayment of arrears and possession of the property. In consultation with you we will then obtain and execute a Warrant of Possession. We keep you regularly informed throughout this entire process.

Trust Account Records -

The Property Group offers you detailed statements and greater flexibility to access our services which are fully computerized and rental funds will be cleared into your nominated bank account once a month. You will receive a statement via your preferred communication method and you have the capacity to access your reports via our landlord portal.

The statement will itemize all rent collected and payment of any related invoices for the month.

Accompanying these statements will be copies of paid invoices for any maintenance that may have been carried out during the payment period if applicable.

You will receive your funds via direct deposit and a detailed annual statement to aid you when lodging your tax return.

Debt Collection -

Unfortunately, events may occur which result in a loss of income to our landlords. We will maintain contact with tenants who have an outstanding debt and do our utmost to have them pay their debt or consider a payment plan.

Insurance Options -

Although our Asset Managers have extensive experience in dealing with insurance matters relating to rental properties we are not able to provide advice when it comes to choosing insurance. However, for the security of all parties we will **not** manage a property that does not hold current Building and Contents Insurance. Building Insurance including Public Liability is required to cover the structure of the property and contents insurance covers floor coverings, windows coverings and occasionally appliances, depending on the policy.

We also suggest you consider 'Landlord Protection Insurance and Pet Cover' which generally covers such things as loss of rent or malicious damage. Please ensure you explore your insurance options with a trained insurance professional before making any decisions.

Please note: If you choose not to take out Landlord Protection Insurance you should ensure that your chosen building policy covers you for accidental damage, not just malicious damage. Malicious damage can be very hard to prove and therefore can hinder a claim.

Lease Renewals -

It is in the best interests of both landlord and tenant to have a fixed term tenancy agreement in place between parties. For this reason we ensure the following procedures are in order to provide this option:

- One month prior to the lease expiry we email to the tenant advising them of the expiry to their current agreement. We will also offer them the opportunity to secure a further lease term. Once we have received a response we will advise you of their intentions and seek your acceptance of this agreement.
- If we do not receive a response within the following month, we will contact the tenant directly via a personal phone call. No new lease will be drawn up if this is their preferred option.
- If a lease renewal is approved we will prepare the lease for both yourself and the tenant to sign, keeping in mind that once they are signed by the tenant they become legally binding.

Vacating Tenants -

The tenant is required to provide our office with written notice of their intention to vacate the rented premises. The tenant must give a minimum of 28 days and this must fall on or after their lease end date.

We will notify you in writing of the tenant's vacating/final inspection date. We will also assess the current rental worth of the premises and offer the property for re-leasing at the adjusted amount subject to market conditions.

At the final inspection we compare the ingoing Condition Report to the current state of the property, allowing for fair wear and tear. If cleaning or repairs are required at the property the tenant is given a list and a deadline for when these items must be completed, as specified in the Residential Tenancies Act of 1997.

Once we have received notification from the tenant that the required works have been completed we will check the property again to ensure all items have been carried out to a satisfactory standard. If all is in order we will ask you to view the property prior to the bond being refunded. If not, the next step is to make an application to the Victorian Civil and Administrative Tribunal to have a referee review the case and issue instructions as to how the bond will be distributed. In order to do this, photos will be taken as evidence and tradespeople will be engaged to carry out quotes and necessary works.