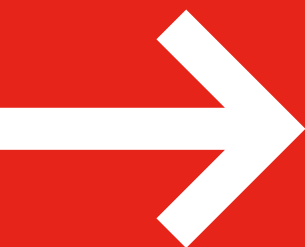


Fraser's Property Management

**THE DIFFERENCE IS
REAL SERVICE.**



Call **13 10 25** or visit
www.frasersproperty.com.au/propertymanagement

At **Frasers Property Management** we are passionate about property. We pride ourselves on servicing your individual needs and ensuring that your property is proficiently managed. With the backing of a brand that combines **international experience** together with a **history of over 90 years** in Australia, you can have confidence that your investment is in good hands. Frasers Property Management's representatives have specialist product knowledge and a vested long term interest in the development of each project, with a wide range of services.

TABLE OF CONTENTS.

Marketing
Tenancy selection
Bond

03

End of tenancy
Building and landlord insurance

08

Tenant sign up appointment
Condition report
Rent collection
Disbursement of rental monies
Rental arrears

05

Maintenance
Essential services

09

Routine inspections
Smoke alarms

06

Landlord checklist

10

Marketing

Effective marketing of your property is an integral part of finding the right tenant. It's important to maximise the marketing reach and frequency to the greatest number of prospective tenants in the shortest possible time frame, thereby reducing vacancy periods and increasing the likelihood of securing the most suitable tenant for you.

Frasers Property's marketing strategy includes:

- ◆ Listings on high traffic websites such as realestate.com.au and domain.com.au, allowing your property to be viewed online 24 hours a day, 7 days a week
- ◆ Regular 'open for inspection' dates
- ◆ Private appointment viewings when required
- ◆ Emails to our extensive database to notify prospective tenants that a new property has become available
- ◆ High profile office location
- ◆ Regular feedback on inspections and progress of applications
- ◆ The benefit of Frasers Property's extensive database and market knowledge

Tenancy selection

Securing the most suitable tenant for your property is the key to a trouble-free tenancy. Consistent with our excellent reputation and to ensure you are provided with the most suitably qualified applicants, we require that all applicants demonstrate a capacity to properly service the tenancy with:

- ◆ 100 points of identification
- ◆ Details of past and current employment
- ◆ Rental history

In addition, we also check all prospective tenants to establish the applicant's good character and reliability by obtaining feedback from:

- ◆ Previous landlords/agents
- ◆ Current and previous employers

Our aim is to get the best possible tenant for your investment property and to apply stringent guidelines to minimise the possibility of your tenant falling into arrears or breaching their lease.

Once all of the above is completed, you will be offered the opportunity to make a final, informed decision regarding the prospective tenant prior to Frasers Property offering your property to the chosen applicant.

Bond

Once you have approved a suitable tenant, we will manage the rental bond in accordance with legislative requirements.

Legislation stipulates that the bond payment is equivalent to one months rent. A higher amount of bond can be requested if the rental is above \$350 per week. All bond money is lodged with the Residential Tenancies Bond Authority and held for the duration of the tenancy.

This bond must be paid by the tenant prior to the commencement of the tenancy agreement. Upon completion of the tenancy the bond will only be refunded to the tenant providing rent is up to date and the property undamaged and in a suitable condition.

**THE DIFFERENCE IS
REAL PEOPLE.**



Tenant sign up appointment

An initial appointment is made with the tenant to discuss the tenant's responsibilities, tenant rights and to ensure all necessary leasing documentation has been signed. A copy of the Tenancy Agreement will then be provided to you and your tenant.

Condition report

Prior to the signing of any Tenancy Agreement, we will carry out a detailed condition report of the property. The report, along with photographs, are agreed upon and signed by the tenant, with originals kept in our office. This report can be provided as evidence should any disputes arise as to the condition of the property during or at the end of the tenancy.

Rent collection

Rent payments are made hassle free for our tenants by way of Direct Electronic Funds Transfer Payment Systems. Each tenant is issued with a registration number which can be used to pay rent directly from their nominated bank account. These systems make it easy for tenants to pay their rent on time and reduce the chances of a tenant falling into arrears.

Disbursement of rental monies

To ensure rental monies are disbursed to you conveniently and quickly, rental statements are produced monthly which show the amount of rent collected and also any charges you may have incurred for the month. The charges include invoices for Council and water rates, Owners Corporation levies, property management fees etc, or any maintenance items that may have been paid on your behalf. An invoice outlining the works will also be attached to your statement.

Rental arrears

In the rare event of tenants falling into arrears we will instigate the following process:

3 days overdue: a rent reminder notice is sent to the tenant with a follow-up phone call to confirm receipt of the notice.

5 to 10 days overdue: a further reminder notice and telephone call is made to the tenant requesting immediate payment. At this stage you will also be informed of the late rent payment.

15 days overdue: you will be contacted for instructions to proceed with the issuing of a 'notice to vacate' to the tenant.

Under legislation if the rental falls more than 14 days in arrears we may issue a 'notice to vacate'. If payment is not made Tribunal proceedings commence, requiring vacant possession of the property. All Tribunal hearings are held at the Victorian Civil and Administrative Tribunal. Once the possession order has been granted, it will be forwarded to the local sheriff for execution within 14 days.

Routine inspections

Every rental property under our management is inspected regularly. The purpose of the inspection is to:

- ◆ Ensure the property is being maintained
- ◆ Review any maintenance issues
- ◆ Review the current tenancy and rental status

To ensure your rent is in line with market rentals, we regularly assess the property and the rental amount, taking into account such factors as current market rents, the vacancy rate for similar properties in the area, the general condition of the property, the quality of the tenant and the length of their tenancy.

As a landlord you are welcome to attend the inspections. If this is your preference please inform your property manager so a mutually convenient inspection time can be confirmed with the tenant.

After the inspection landlords are supplied with a detailed report covering:

- ◆ General condition of the property and any maintenance issues
- ◆ Rental review in line with current market conditions
- ◆ Recommendations

Smoke alarms

All owners must ensure the smoke alarms in their rental properties are maintained and checked on a regular basis to avoid legal liability. We will notify you of this obligation on an annual basis.



For peace of mind, income surety and the maximum return on your residential property investment, you can trust Frasers Property Management. We'll manage your property carefully and well.



Stephanie Yang
Assistant Property Manager



Our Property Managers
are highly experienced and
committed to making your real
estate investment a success.



Theo Mouratidis
Senior Property Management



End of tenancy

Tenants vacating the property must inform our office in writing. When this occurs we will contact you to discuss re-letting the property. A pre-vacating inspection may be carried out to update any photos for the internet listing and to assess the current condition of the property.

Should a pre-vacating inspection be conducted a letter will then be forwarded to you with any recommendations we may have. On the day of vacating, the tenant must hand over all property keys to our office.

A final inspection will be carried out by our team within 48 hours. A report is given to you and any issues that arise from the inspection will be dealt with quickly and professionally.

In the event that there are any issues, photos are always taken of any damage that has occurred or cleaning that is required. Under legislation, tenants must first be given the opportunity to return to the property and rectify any outstanding items. If items remain unresolved we can then commence arrangements for professional tradesmen to attend to the required works and make an application to Victorian Civil and Administrative Tribunal to claim

costs from the tenants' bond.

If a dispute arises in relation to the condition of the property we can request to have the matter reviewed by the Victorian Civil and Administrative Tribunal. Bond monies are not returned to the tenants until both the landlord and agent are 100% satisfied with the condition of the property, or until the matter is dealt with at the Victorian Civil and Administrative Tribunal.



Our core strengths are through building and maintaining strong relationships.



Josephine Lim
Property Manager

Building and landlord insurance

Whilst most landlords have building insurance, we suggest landlords also consider Landlord Protection Insurance. This additional policy covers internal fixtures and fittings which may not be covered under a building insurance policy. It also covers you from loss of rent due to a tenant defaulting on their tenancy, or malicious damage caused by the tenant.

We have enclosed a document detailing items generally covered under a Landlord Protection Insurance Policy. Should you be interested in obtaining Landlord Protection Insurance, we suggest you speak with an insurance company for further details and for a full list of items covered under their particular Policy.

Maintenance

Well maintained properties help create a positive relationship with your tenant so that vacancy periods are kept to a minimum and income to its maximum. To achieve this certain maintenance tasks may be required throughout the tenancy.

Our policy is to report directly to you for any repairs required. We monitor and act on all repairs diligently and according to your instructions in the Owner Instruction Sheet. However, if you can't be contacted and the repairs are of an urgent nature, we may need to proceed immediately without further notice to you.

Essential services

We will ensure that any warranty maintenance items are attended to by the appropriate tradespersons. We have a network of trusted tradespeople, but if you have preferred tradespeople that you would like us to use for your property then please forward these details to your Property Manager.

Under legislation a tenant, in the event of an emergency, can authorise urgent repairs up to the value of \$1,800 as long as they have taken reasonable steps to advise the landlord, or agent.

Repairs need to be managed in the following way:

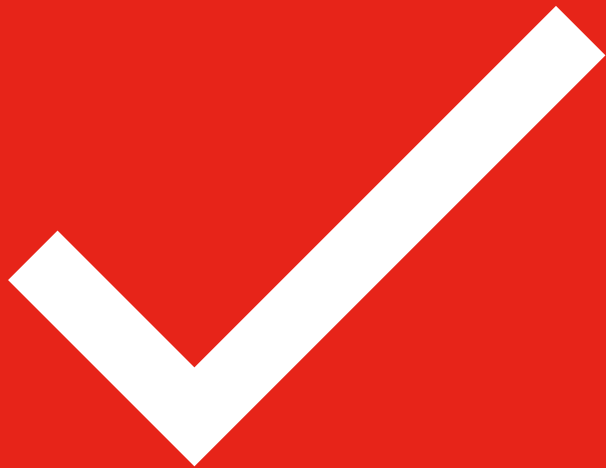
- ◆ Non-urgent repairs (i.e non-essential services) require attention within 14 days of notification
- ◆ Urgent repairs (i.e. essential services) require immediate attention

Essential services include:

- ◆ Burst water service
- ◆ Blocked or broken toilet
- ◆ Serious roof leak
- ◆ Gas leak
- ◆ Dangerous electrical fault
- ◆ Flooding or serious flood damage
- ◆ Serious storm or fire damage; failure or breakdown of the gas, electricity or water supply to the premises
- ◆ Failure or breakdown of hot water, cooking, air conditioning or laundering services
- ◆ Any fault or damage that causes the premises to be unsafe or not secure

We maintain a complete record of all maintenance on your property for your reference. By keeping a full maintenance report we may be able to save you money by not paying for repairs which may be covered under a warranty period.

Repairs carried out on your property can be deducted from rent monies held in our Trust Account on your behalf.



Landlord checklist

Inside your home

- ◆ Appliances are clean and in working order
- ◆ Owner's manuals for appliances are available for tenants
- ◆ All light fittings are in working order
- ◆ Exhaust fans are clean and in working order
- ◆ Walls and ceilings are clean and free of cobwebs
- ◆ Kitchen cupboards and drawers are clean and operate properly
- ◆ All floor coverings are clean
- ◆ Carpets are steam cleaned
- ◆ All windows close securely with no breakages
- ◆ Smoke detectors are working and batteries in smoke detectors are less than 12 months old

Outside your home

- ◆ Garage/carports/car spaces are clear
- ◆ Storage cage is empty
- ◆ All necessary bins are provided
- ◆ Letterbox is appropriately numbered and positioned for mail receipt
- ◆ Security doors and sliding doors installed and in full working order
- ◆ Building and Landlord Insurance
- ◆ All doors close securely
- ◆ Windows and flywire screens are fitted and clean

At **Frasers Property Management**, we understand the human side of property. It's our greatest asset. Our service focuses on making things simpler and easier for real people, because everything we do is about making a real difference to people's lives and caring deeply about how they will benefit. **The difference is real service.**