



SOLUTIONS

## PROPERTY MANAGEMENT

### YOUR INVESTMENT TAKEN CARE OF...

Money Choice Property Solutions Pty Ltd recognises the importance of managing your property efficiently to achieve a balance between maximum return and minimal vacancy.

A rental property is viewed by our company as a valuable asset which needs to realise a fair return and therefore the greatest care is taken at all levels to ensure this is achieved.

The Property Manager will get to know your property as intimately as you, sometimes even more so, thus ensuring that your investment receives the special attention required to maximise its return.

The Property Management department meets weekly to discuss marketing strategies, new legislation, landlord and tenant concerns, vacancies and market trends.

Regular inspections and thorough market awareness means that your investment could not be in more capable hands.

At Money Choice Property Solutions we believe that we are the best in our field and look forward to demonstrating this to you.

## APPRAISING YOUR PROPERTY

Money Choice Property Solutions undertakes a thorough inspection of your property and provides a written rental market appraisal.

## MARKETING

Effective marketing is the most powerful way to reach prospective tenants. Our marketing program for a property begins upon receipt of the signed Leasing/Managing Authority. To attract the best possible tenant for your property the importance of advertising and marketing cannot be underestimated. We look for the 'right' tenant. Our marketing covers the following;

- Comprehensive and detailed rental list (including photographs)
- Open for inspections
- Private appointments both during and after business hours
- Selected independent newspapers (where required)
- Colour brochures
- E-Mag (In house magazine displaying both sales & rentals)

Our relationship with relocation companies provides us with a constant source of interstate and overseas transferees seeking rental accommodation. Money Choice Property Solutions is also regularly contacted directly by companies requiring accommodation for their local, interstate and overseas personnel.

The advent of the Internet allows us to utilise our marketing systems further by providing rental listings through this global system. Prospective applicants can log on and check what properties are available from a fully detailed list with photographs, floor plans and in some cases, a 360 degree virtual tour. The internet sites are;

- [www.moneychoice.com](http://www.moneychoice.com) - tenants can also access applications for prompt processing
- [www.realestate.com.au](http://www.realestate.com.au)
- [www.realestateview.com.au](http://www.realestateview.com.au)
- [www.domain.com.au](http://www.domain.com.au)

## TENANT SELECTION

The importance of tenancy selection is imperative. Our job is to ensure that we choose the right tenant so that your property is protected. Our policy of rejecting applicants that fail in our stringent criteria, results in minimal tenancy defaults.

All applicants are required to complete a tenancy application form that allows us to thoroughly check current and previous landlords/agents references, current and previous employer references. We also investigate rental histories through a database only available to agents known as NTD (National Tenancies Database).

When all reference checking is completed, we refer the application to you for final approval and discussion of any special conditions if required by either tenant or landlord.

## PREPARATION OF DOCUMENTATION

- Preparation of lease documentation on standard REIV Residential Tenancies Leases and incorporating special conditions if required.
- Condition reports thoroughly completed by the Property Manager.
- Bond lodged with Residential Tenancies Bond Authority (RTBA) within 5 business days.
- Provide tenants with relevant tenancy information and documentation including; emergency tradesperson contact details, statement of rights and duties (as required by Residential Tenancies Act 1997), water & utility charge registration form eg. 'On The Move' a company that arranges connection of all amenities on behalf of the tenant at no cost – this ensures tenants details are registered without delay.
- Upon approval by the landlord, tenants are required to secure the property by signing the lease and paying the bond (equivalent to one calendar months rent).

## MANAGING YOUR PROPERTY

- Collect monthly rental and provide Landlord with monthly statement/tax invoice detailing all income & disbursements. Electronically deposit funds into nominated accounts. Payments of GST to Australian Tax Office as required.
- Pay all regular and authorised outgoings from rental including council rates, water service/usage charges, body corporate fees/levies, insurance, regular garden & caretaking maintenance, etc.
- Arrange and co-ordinate maintenance repairs engaging our preferred professional tradespeople or tradespeople of your choice. Repairs carried out on behalf of the landlord are paid from rent monies held in trust. Full copies of invoices are attached to your monthly statement.
- Regular property inspections ensure that your investment is safe guarded.
- Advise you of any repairs, preventative maintenance or recommendations that may be required.
- Negotiation of lease renewals and rent increases for existing tenants taking into consideration the current rental market.
- Careful monitoring of any rental arrears including telephone calls, written correspondence and service of prescribed notices within required time frame or as instructed by the landlord.
- Preparation of all Tribunal documentation and representation on behalf of the landlord at Victorian Civil & Administrative Tribunal (VCAT) if required.
- Dispute resolution to ensure matters can be dealt with in a professional manner to avoid Tribunal appearances.
- Complete Bond Transfer Form if required during the tenancy as a result of tenant changes.
- Thorough final inspections conducted at the completion of tenancy to ensure the tenant returns the property in the same manner as reflected by the Condition Report. Completion of Bond Claim Form and disbursing of bond monies.
- Providing end of financial year statement detailing total revenue and expenditure.

## RENT COLLECTION

By ensuring rent is paid on time with minimal fuss, tenants are given a RENTCARD which allow them to pay their rent by; internet banking, telephone banking and any Post Office Australia wide. This method also enables the tenant to set up a periodical payment allowing rent to be paid without delay.

## A GUIDE TO PREPARING YOUR PROPERTY FOR LEASE

### CLEANING:

- Have all carpets steam cleaned/dry cleaned (this will ensure future tenants will clean them prior to vacation).
- Windows need to be cleaned internally and externally.
- Drapes need to be cleaned or washed according to fabric.
- Thorough internal and external clean (i.e. cobwebs, window screens etc.)

### GARDEN:

- Prune back any over hanging trees.
- Weed all garden beds.
- Mow and edge lawns.
- Remove garden refuse.
- Clean out garden sheds/garage etc.
- Ensure tennis courts are free from weeds and have been recently treated.
- Ensure pools/spas are free of leaves and have been recently treated.

### MAINTENANCE:

- Do you have smoke detectors?  
(Legislation requires all tenanted properties must have smoke detectors).
- Check and replace all tap washers if required.
- Clean out spouting.
- Service heating/cooling systems and appliances.
- Provide ducted vacuuming equipment.
- Provide fire places, rug, screen and tools where required.
- Replace globes where necessary.
- Are chimneys fire proof, have they been swept?
- Provide instruction manuals for all appliances.

#### **DISCONNECT SERVICES:**

- Telephone
- Water reading
- Gas reading
- Disconnect power
- Alarm monitoring – ensure you cancel or transfer tenant details
- Advise pool, garden and tennis court maintenance people of our details or cancel services if no longer required

**Note** – Check with your Property Manager first as power should be left on for swimming pools, alarm systems, automatic sprinkler systems and remote control gates.

#### **INSURANCE COVER:**

- Is your building insurance current?
- Do you have Landlord Protection Insurance? This can include cover for carpets, curtains, malicious damage, loss of rent and additional legal liability. (Brochure enclosed).
- Money Choice Property Solutions Pty Ltd suggests that each tenant takes out their own contents insurance.

#### **LOCKS/KEYS:**

- Ensure a full set of keys has been handed to our company including keys for window locks, garage and garden sheds, letterbox along with remote controls and alarm codes (if applicable).
- A spare set of keys will allow for easy access for routine inspections or maintenance.

**Note** – Section 10 of the Residential Tenancies Act 1997 requires that a landlord must provide locks to all external doors and windows of the rental premises. As the jurisdiction of the Residential Tenancies Tribunal has been increased to \$9,999, we strongly suggest installation of window locks and deadlocks to prevent any claim from the tenant under this section.

Congratulations, you can now look forward to receiving your property in excellent condition at the expiration of the tenancy. The tenant's expectations will be met and we can look forward to a smooth and harmonious relationship for all concerned.