



# Harcourts Promise

## Property Management

### 1 Protect the Value of the Property at all Costs – Through:

- Proactive maintenance, not just reacting to maintenance problems as they occur but regularly
- Comprehensive tenant checks to insure the best quality tenants available in the market.
- A minimum of three property inspections per year with written reports forwarded to you.
- Organise and supervise property improvements and renovations.

### 2 Delivery of the Best Possible Return on Investment – By:

- Conducting yearly rent reviews and making sure whenever possible that properties become available in peak renting periods.
- Offering yearly health checks on your investment through Harcourts Financial Services to insure your bank/broker is giving you the best financial deal possible.
- Providing (upon request) knowledge on when to cash in your investment through yearly market appraisals.
- Yearly capital improvement recommendations conducted during onsite property inspections that if accepted should increase the rental income on your investment property.
- Give the property the best opportunity to achieve the maximum rental return by presenting it on the internet in a superior fashion through high quality photos plus an architectural floor plan (upon request).

### 3 Maximise Tax Benefits:

- Provide access to depreciation schedules on all properties through business partner 'Real Property Matters' to insure that landlords are maximizing their tax claims.
- Provide end of year financial summary.

### 4 Prompt & Efficient Financial Transactions

- Insure that rental payments are always forwarded to the landlord promptly, either monthly or bi-monthly.
- Facility to pay all rates, water bills, land tax and landlord insurance on behalf of the landlord.

### 5 Communication

- Landlord to receive copy of entry condition report with photos at the commencement of tenancy and written inspection reports throughout the tenancy.
- Weekly phone call or email to all landlords on any vacant property to discuss feedback and suggestions to secure tenants.

### 6 Tenant friendly - Make out our properties more desirable than competition rental properties by:

- Having 'Harcourts Connect' connect all utilities (Hydro, Gas, Telephone, Internet, Austar) free of charge.
- Offering the ability to pay rent in a variety of easy options including One Rent Payment Services.