



[www.launceston.harcourts.com.au](http://www.launceston.harcourts.com.au)

# PROPERTY MANAGEMENT

# Our Office



Commencing in Launceston in 2001 as M & M Real estate, the merge with Harcourts International in 2004 has created unrivalled opportunities for promotional strategies for rental properties within Tasmania. Our aim is to build strong relationships with our clients making sure they are informed, valued and acknowledged in a relaxed and non – threatening environment. Our continued rapid growth and success is due to our solid commitment and research we undertake to understand our client's needs.

## Your property management team

The Harcourts Launceston Property Management Team is dedicated to providing a service that not only protects your investment but maximises a healthy return whilst always keeping you fully informed.

At Harcourts we don't just "look" after your investment; we run your investment business by combining the experience of our team with highly effective systems;

- Current tenant data base to reduce vacancy periods
- Strict guidelines for tenant rental payments
- Frequent updates via property inspections reports
- Regular rent reviews
- No unnecessary fees i.e. lease renewal fee
- Harcourts Connect (A free service for connecting utilities)

We firmly believe that no other estate agent will provide you with the quality and consistency of service that has built our reputation for excellence in property management.



Carmen Bailey  
Department Supervisor



Fiona Ricketts  
Business Development  
Manager



Julie Jones  
Portfolio Manager



Joan Carroll  
Portfolio Manager

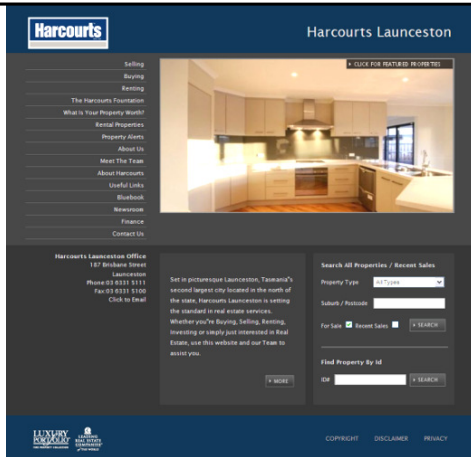


Tiff Heeson  
Letting Officer



Dianne Mould  
Assistant Portfolio  
Manager

# Marketing your property



Your property will be placed on several real estate websites including:

- [www.harcourts.com.au](http://www.harcourts.com.au)
- [www.harcourtstasmania.com.au](http://www.harcourtstasmania.com.au)
- [www.realestate.com.au](http://www.realestate.com.au)
- [www.domain.com.au](http://www.domain.com.au)
- [www.rent.com.au](http://www.rent.com.au)
- [www.myhome.com.au](http://www.myhome.com.au)
- [www.propertyguide.com.au](http://www.propertyguide.com.au)
- [www.reit.com.au](http://www.reit.com.au)
- [www.realestateview.com.au](http://www.realestateview.com.au)

Each listing will include a maximum of 12 photographic images of the property.

We will conduct an unlimited number of private viewings of your property until the property is rented – subject to access provided to us by any current occupants.

All property viewings with tenants are conducted by our Letting Officer. We never give out keys to prospective tenants.

We will update you on the status of prospective tenants a minimum of twice a week

# Renting your property



We want the best possible tenant for your property – that's why we offer comprehensive tenant selection

- Fully accompanied inspections of your property with prospective tenants
- Tenants are required to complete a detailed application form
- Verification of employment references
- Substantiation of previous rental references
- Confirmation of business references
- Tenants must provide a current credit check which shows any outstanding debts

**We will contact you with details of suitable applicants so that you have the final say on who leases your property.**

# Rent collection



All our tenants pay their rent using Onerent, giving them the option to pay via Direct debit or BPay.

Tenants are encouraged to pay rent in advance, either fortnightly or calendar monthly. If they fail to do so and subsequently fall into arrears, the following will apply.

- Tenants are contacted either by email, phone or letter when rent is 2-4 days overdue reminding the tenant of their obligation to pay
- A further letter sent is after 7 days arrears, reminding the tenant of their lease obligation and advising them of likely further action
- A Termination Notice is served if the tenant is 10 days overdue, if the owner is in agreement.
- We attend the Residential Tenancies Tribunal on your behalf to recover arrears and obtain an eviction

# Repairs and maintenance



Maintaining your rental property in good order makes sense, both to secure rental income and your property investment.

All repairs are referred to our Maintenance Officer in writing, and once authorised, are passed onto the tradespeople. The tradespeople we recommend are licensed, reliable, reputable and cost effective.

In non-urgent cases we will always contact the owner prior to authorising the works. Emergency works will be carried out at our discretion with a strict limit on expenditure.

All invoices are kept in your file and a copy forwarded to you at your request. The invoice entry appears on your statement to ensure you don't miss out on any tax deductions.

# Tenancy Renewals



We review the rent on your property at least 60 days prior to the expiry date of the existing lease. We then contact you to discuss the rent increase amount and the lease renewal term.

Following negotiation with you and the tenants, we will prepare renewal documentation for the agreed period and rent at no extra cost to you.

You will be promptly advised if the tenants choose not to renew their tenancy agreement.

# Periodic Inspections



Thorough preliminary inspection, detailing the condition and state of the property at the beginning of all new tenancies.

We conduct a thorough inspection of the property 6 weeks after a new tenant has moved in and every 4 months thereafter.

Written reports outlining the condition of your property and photographs (if required) will be forwarded to you upon completion of each inspection.

We conduct comprehensive scheduled inspections – if there are any areas of concern, we advise the tenant in writing and undertake a follow up inspection within 7 days. If you desire we will photograph the property so you can see that the high standard you expect has been maintained.

Final outgoing inspections are conducted to compare the state of the property to that in which it was leased allowing only for normal wear and tear.

# Insurance



As part of your responsibility as a landlord, we suggest you have the relevant insurances in place to cover any eventuality.

## BUILDING INSURANCE

Designed to protect your home against damage or destruction, this must be in place prior to management commencing.

## PUBLIC LIABILITY

The legal liability component of insurance protects landlords against any claims that may be brought personally against them as a result of a death or bodily injury to other people, or damage to other people's property whilst on the landlord's property and where the landlord has been found to be legally liable. Landlords with strata title properties and body corporate insurance need additional Legal Liability Insurance to protect their individual liability from claims occurring within their unit.

## CONTENTS INSURANCE

Many landlords believe they do not require any contents insurance, as the contents in the property are the tenants. This in fact is true to some extent. However, consider the window coverings supplied with the property, the dishwasher, the oven, the floor coverings etc.

## LANDLORD PROTECTION INSURANCE

A specialised insurance designed to cover such things as rent default by the tenants, malicious damage in some policies, extra public liability insurance as well as contents coverage.

With all insurances, we require copies of policies and renewal dates. These insurances **MUST** be in place prior to us letting your property and **MUST** continue to be in place throughout the management term.

# Maximising your rent



Look at your gardens, tidy and mow your lawns, add a bit of colour to your garden beds, prune your trees & shrubs.

Remove weeds and oil stains from driveways and paths

Repair leaking taps, sticking doors, broken lights and switches

Remove odours from the property such as pet smells, cigarette or cigar odours

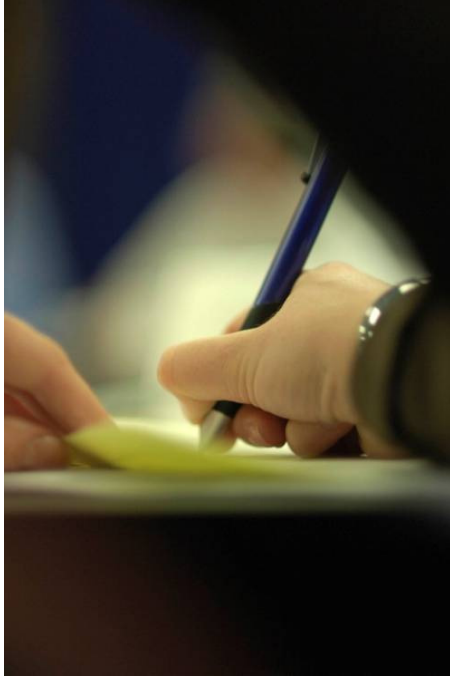
If the property has a pool, ensure it is sparkling clean

Ensure all electrical switches and power points are safe

Have the property clean and generally uncluttered

Open the curtains and blinds to let the sun in. If it's a nice day, open the windows.

## General communication



Our general office hours are between 8.30am and 5.30pm, Monday to Friday, but we certainly welcome your calls outside of these hours.

We will promptly advise you of all matters affecting your property or the tenancy.

We will provide all documentation in clear and concise English.

We will ensure all documentation is accurate and complete.

All property condition reports will be comprehensively and accurately completed.

Copies of all documentation that we sign on your behalf will be forwarded to you for your records – *unless otherwise instructed*.

All personal information regarding you and the financials on your property will be held in the strictest confidence.

## Conclusion



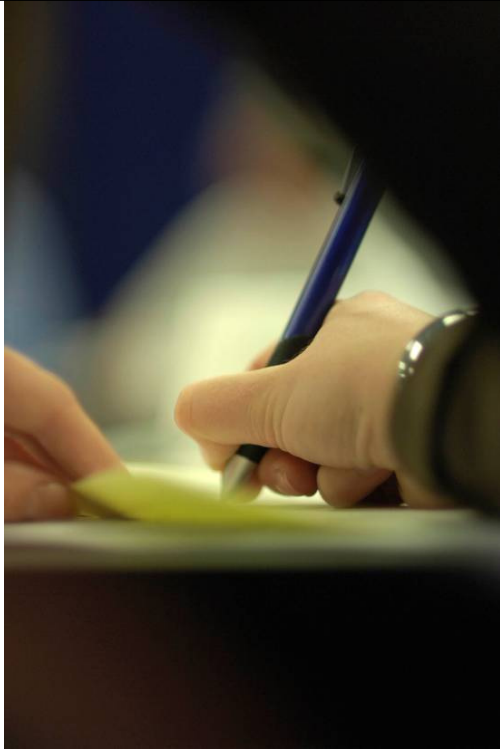
Harcourts Launceston has an established reputation and track record in the Tasmanian real estate marketplace. We believe that our Company and personnel are eminently qualified to achieve the optimum results in the management of your property.

Thank you for allowing us the opportunity of providing this submission and we look forward to discussing any further queries you may have or alternatively receiving your instructions in relation to your property.

**We aim to do everything possible to protect your investment.**



# Testimonials



*"Six months ago we transferred our rental property to the control of Harcourts Launceston after two years of inaction by their competitor.*

*As interstate landlord's, we are heavily reliant on our managing agent to keep us informed of any issues or progress updates, and this was done with consistent regularity. They are pro-active and offer good advice which has proved to be both helpful and accurate and resulted in a quality tenant with a 15% rent increase. We can confidently recommend Harcourts Launceston as first rate Property Manager's whose expertise and attention will leave you feeling comfortable with your investment.*

**Michael & Fiona**  
Brisbane, QLD

*"Harcourts Launceston has provided excellent service" from actual purchase to the management of the property. The property management team has been instrumental in maintaining the upkeep of my property and finding the right tenants.*

*My property is being managed well, with great professional and generally friendly service.*

**Christine**  
Hornsby, NSW

*"You know, since Harcourts Launceston took over the management of my properties, I have not had to worry at all about the units. In the past I have had an endless series of problems.*

*Thanks Again*

**Liam**  
England

*"I have found my dealings with Harcourts Launceston to be professional and simple, which is my ideal requirement for managing my properties. Harcourts Launceston do their job promptly and do not complicate the management of my properties.*

*I have been happy in the past to recommend Harcourts Launceston property management service to my friends.*

**Roger Mychajlyk**  
QLD