



Property Management



Harcourts Ashmore

After many years of operating as an independent office known as Gold Coast Homes, the decision was made to adopt and trade under the banner of Harcourts. By joining forces with a growing international group, we are able to offer a vast range of products and services to our well established client base. The strength, reach and exceptional training systems offered by the Harcourts Group to us as an independently run office, translates into exceptional results for our clients.

The business owner, Trevor Griesbach, is a long standing resident of the area and is well known and respected for the success and services he has provided to his valued clients over the years.

Our Team Manager Susan Quick is a Licensed Real Estate Agent and has over 20 years experience in the industry specialising in Residential property management.

At Harcourts Ashmore we have over 100 years of Real Estate experience in Property Management, Residential Sales and Real Estate administration. We do have the experience to look after all your Real Estate needs.

Our Harcourts Values

People first

Every decision we make, every action we take, must be the best one for the people- our team and our clients.

Being courageous

In changing and challenging times for everyone, being courageous is critical. Showing leadership, staying focused and stepping up is all about courage.

Doing the right thing

We all instinctively know what's right-there's never a wrong time to do the right thing. Honesty and integrity must be our minimum standard.

Fun and laughter

Success isn't a destination, it's a journey- we must enjoy the journey, create some fun and laugh daily.

Our team works under a portfolio structure hence their title Portfolio Manager. Each Portfolio Manager looks after the day to day management of their assigned properties. Every individual team member genuinely takes responsibility for the role they play within the department and continually works towards providing a superior level of customer services.

The Benefits of this structure are:

- The owner has one point of contact for the management of properties
- The portfolio manager has a full and complete knowledge of all matters relating to the management of their properties.
- The transparent accountability for successful management of each property comes back to one person.

Entry Condition and Exit Condition Report

These documents are the most vital documents relating to the tenancy. The entry condition report provides proof of the condition of the property at the commencement of the tenancy. Before any tenant moves into a property a thorough and comprehensive inspection report is completed and recorded on the prescribed form.

The exit condition inspection is conducted within 3 business days of the tenants vacating your property. This exit report will be compared to the initial entry report and any variances will be addressed with the tenants. It is expected that your property be returned in the same condition as when the tenants entered (fair wear and tear accepted).

Routine Inspections

In addition to entry and exit inspections we ensure every property is inspected on a 17 week cycle. At the completion of the inspection both the owner and the tenant are provided with a written report detailing the overall condition of the property together with any recommended maintenance or repairs to ensure the standard of the property is maintained. Each report will be supported with a current photo of your property.



New Lease Offers and Rental Reviews

It is our policy to have tenants under a current tenancy agreement –unless otherwise instructed by our owners. This practice ensures increased stability with regards to your rental income as you will be advised of approximately 6-8 weeks in advance that the lease on your property is coming up for renewal. This time is sufficient to discuss and review the market conditions for weekly rents and to negotiate a new tenancy agreement with your tenants.

Rent Arrears

At Harcourts Ashmore we go the extra mile when selecting tenants, our rental arrears level is almost non-existent. We exercise a “no arrears tolerance” policy when it comes to rent payments. Should the situation occur, then you will be kept informed.

Maintenance

Over many years in the industry we have built strong relationships with a broad range of professional tradespeople to ensure that our owners receive quality workmanship at competitive prices.

A pro-active approach with maintenance promotes an environment where tenants are content and happy, which results in a better rental return.

Customised Management Services

At Harcourts Ashmore we are happy to discuss with you a customized management program to suit... whether you have 1 or 100 properties we are able to provide you with proven superior service.

Our Commitment to you

- At Harcourts Ashmore we manage your property as if it were our own.
- We guarantee that we will be acting at all times in your best interest legally, ethically and financially.
- We will return your call the same day before we leave the office

Testimonial

Dear Susan

I wanted to write you in person to say how delighted I am with the level of services and professionalism I have received from you personally, and Harcourts at Ashmore. From previous bad Agency experiences renting out properties, it was a hard decision to a) rent out my beautiful home and b) decide on an agent.

As discussed with you at the outset, my decision to approach your firm was based on the rental property next to my home. Over a period of years, the tenants occupying the rental property managed by you were always quiet, respectful of neighbours and the neighbourhood, and maintained the exterior of the property to a high standard. I figured you must have excellent selection criteria when selecting tenants, and decided to talk with Harcourts Ashmore.

You made the transition from me living in the home to renting it out very easy. Again, based on the headaches and attitude of previous agents, you removed a lot of the stress and worry.

Now, 8 months into the rental period, I have been very happy with the continual support, reports and services I have received. Any issues with the house have been dealt with quickly and efficiently; thankfully they have been minor.

I look forward to a long professional relationship with your company.

Kind regards
Danny Simms
DGroup Consulting



Harcourts Ashmore Property Management

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Independently Owned and Operated

