

# 20 GOOD REASONS TO CHOOSE HARCOURTS



## 1. THE AGENCY

Our office is designed for the business of real estate, our technology is state-of-the-art and our business systems are 'best practice'. Our office is situated at 424 The Esplanade, right in the heart of Torquay, which is easy to locate, and designed to meet the needs and comfort of Clients, with private rooms to cater for meeting with Tenants.

## 2. THE TEAM

Dedicated, experienced and highly trained Property Management professionals are committed to providing you with the best Real Estate service and advice. Operating on a portfolio basis provides your Investment with personal attention, and gives you peace of mind that your asset is being properly cared for.

## 3. MARKET LEADERS

Our Agency is one of the market leaders in the area. Achieving annual awards for Sales volume, and excellence in Property Management services, Harcourts is now leasing and managing in excess of 400 residential properties, making us an established market leader in Hervey Bay.

## 4. EXPERIENCED MANGEMENT

With combined experience of more than 30 years, our team are practiced at handling tenancy matters with the due care and attention that your Investment Property deserves.

## 5. MARKETING SUCCESS

You only get to the top by driving results, and in Property management that means a high occupancy rate. Our vacancy rates remain low all year (less than 4%), which means that **96%** or more of our managed properties are currently '**RENTED**'!

## 6. PEACE OF MIND

Our experienced Property Managers handle the task of maintaining your investment, through routine inspections and rent reviews. Our goal is to increase your income and ensure your investment is working for you with minimal hassles.

## 7. COMMUNICATION

We understand that communication is the key to our relationship with you and whether it is 'good' news or 'bad' news, we won't keep it from you. We also keep you updated with photographs, maintenance progress and inspection reports, so you are kept informed about all the matters relevant to your Property and Tenants.

## 8. HIGH PROFILE

Highly distinctive signs and modern branding set us apart from other Agents. Our Agency is renowned for providing quality rental properties, which attracts quality tenants. Our expert market knowledge and comprehensive marketing package attract high rates of enquiry.

## 9. RENT LISTS

Detailed lists are available at Reception, and up to 30 lists are printed on a daily basis. Using up-to-date technology, our lists display photographs and detailed descriptions of Properties available for rent. Property managers are available at all times to assist Customers and help maximise prospective Tenants to our listed Properties.

## 10. NETWORK

Our Agency is in contact with a range of commercial, community, sporting and social groups, allowing us to offer a full service to absentee Owners, and prospective Tenants moving to the area. Our network of relationships means we are a sought after Local agent, and rely on 'Word of Mouth' recommendations.

## 11. HISTORY

Harcourts Hervey Bay has been servicing the area since 2005. During that time we have built a reputation of providing outstanding service to our Clients throughout the many phases of their life-long dealings with Property. They come to us first as Tenants and first home Buyers. They return when they upgrade to second or third homes, and we see them again as Property Investors. Harcourts Hervey Bay is operated by Principal, Michele Reid, and we are proud to be contributing to the current phase of growth in our local area.

## 12. REI ACCREDITED AGENCY

As an Accredited Agency of the Real Estate Institute of Queensland, Harcourts Hervey Bay is committed to the REI Standards of Business Practice, hold preferred Professional Indemnity insurance, use Contracts approved by the Law Society and continually upgrade our knowledge and skills through ongoing professional development with the REIQ.

## 13. TRAINING

All Harcourts staff regularly attend training, both external and in-house, and are fully briefed in all facets of industry related Legislation. Our philosophy is to provide the best Customer service with good old fashioned ethics, in accordance with 'best practice' standards.

## 14. HOURS OF OPERATION

Harcourts is open 6 days a week from 8.30am to 5pm, with Property Managers contactable via the office contact number, and direct email. Property managers also have an emergency phone, allowing Tenants to request urgent maintenance after hours. Our website and window displays operate 24/7, and we utilise online application tools to provide our Clients with plenty of opportunity to make an enquiry.

## 15. NEWSLETTERS

Regular newsletters are produced and distributed to our extensive Client base, which includes local and international contacts, present and past Sellers, current and potential Investors, Financiers, Legal Advisers, Building Contractors and many other professionals. We keep our Clients informed.

## 16. INTERNET SERVICES

Available online is Harcourt's user friendly, mobile website: [www.herveybay.harcourts.com.au](http://www.herveybay.harcourts.com.au), which can assist you with all your Real Estate needs. Our website attracts a range of visitors and generates many tenant enquiries! In addition our site is linked to a number of listing sites, including [realestate.com.au](http://realestate.com.au) and [domain.com.au](http://domain.com.au) which ensures your Property is seen by all potential Tenants in the worldwide market. It's a real marketing advantage.

## 17. COMMITMENT, COMMUNICATION AND CARE

Harcourts is committed to Industry excellence and Client results. We care about each Client and their personal needs and we strive to work hard to achieve their goals. We understand the importance of communication with our Clients and ensure prompt feedback, relevant information and professional advice is provided, so they can make important decisions with confidence.

## 18. REFERRALS

Harcourts is committed to providing best practice Property Management services to Clients and Customers. We receive numerous accolades for our service from both Lessors and Tenants alike. Many past Tenants hand their new Investment Properties to us to manage because they experienced the quality of our professional services throughout their Tenancy.

## 19. SAVINGS AND RELIABILITY

Each month we forward you an itemised statement showing all rental income and payments made on your behalf. We electronically deposit your money as cleared funds, into your nominated account within 48 business hours; no waiting for cheques to clear. We keep you informed every step of the way so there are no 'hidden surprises' when you receive your statement.

## 20. SERVICE GUARANTEE

We guarantee our service in writing, listing all obligations that we will fulfil during our term of appointment with any Client. If we do not fulfil these obligations, you may cancel our Agreement at any time.