



PROPERTY MANAGEMENT

CONTACT DETAILS

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Harcourts
SINCE 1881

Put the management of your rental property in safe hands

Our Office



Harcourts Meander Valley is part of a large national and international real estate company and has 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 Meander Valley 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 inspection 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.

Marketing Your Property

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

- harcourts.com.au
- meandervalley.harcourtstasmania.com.au
- realestate.com.au
- domain.com.au

Each listing will include 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 property managers. *We do not give out keys to prospective tenants.*

We will update you on the status of prospective tenants.

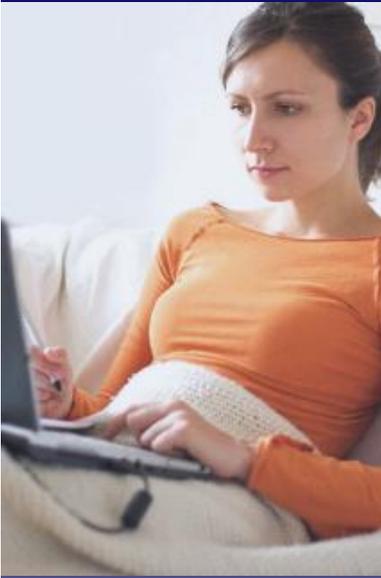
Renting Your Property

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 via the White Pages
- Substantiation of previous rental references via the White Pages
- Confirmation of business references via the White Pages
- Use of the National Tenancy Data Base to identify tenants who have defaulted with rental payments or breached a previous Tenancy Agreement

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

Rent Collection



Our tenants are given various options to pay their rent including bank transfers, deposit books & EFT internet transfers.

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.

- Arrears letter sent when rent is 5 days overdue reminding the tenant of their obligation to pay
- A further letter sent after 10 days arrears reminding the tenant of their lease obligation and advising them of likely further action
- Termination Notice served if the tenant is 15 days overdue
- Attendance at the Residential Tenancies Tribunal on your behalf to recover arrears and obtain an eviction

In between, phone calls and sms text messages are sent to the tenants.

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 office 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, given in writing in your management agreement.

All invoices are kept in your file and a copy forwarded to you with your end of month 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.

Following negotiation with you and the tenants, we will prepare renewal documentation for the agreed period and rent.

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

Periodic Inspections



- We conduct a thorough inspection of the property
- Thorough preliminary inspections, detailing the condition and state of the property
- Use of digital photography, providing a relevant and often indisputable record
- 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 to compare the state of the property to that in which it was leased.

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. 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.

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 a nice day open the windows. If hot have the air conditioner going.

General Communication

Our general office hours are between 9.00am and 5.00pm, Monday to Friday, but we certainly welcome your calls out 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 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.

