



# Harcourts' Commitment

What you can expect from Harcourts'  
Property Management service.

**Harcourts**



# Thank you for choosing Harcourts.

## Setting Expectations.

We believe that familiarising you with how we manage your property will form the foundation of a strong working relationship. Equally as important, is what we consider are the responsibilities of our owners and tenants to assure a mutually beneficial outcome for all parties.

The following pages outline some of our benefits and services we promise, along with some valuable information on what you can do to attract and retain great tenants.

Harcourts is committed to providing a Property Management experience which exceeds your expectations.

We welcome your feedback and comments throughout the management of your property.

# Our commitment to you...

## Communication

We will effectively communicate with you. Your Harcourts property manager will discuss your needs and develop a policy for the prompt response and resolution of matters for you and your investment. In the busy world of property management our clear communication procedures ensure that you always know what's happening with your property.

## Letting

### We will:

- We will ensure that you are kept fully informed throughout the process of finding a tenant for your property.
- Undertake comprehensive listing notes about your property.
- Prepare advertising for your property including appropriate photographs.
- Have the property listed on all the real estate web sites that we subscribe to, within 48 hours of listing your property for rent.
- Place your property in the newspapers agreed between us.
- Facilitate inspections of your property for all prospective tenants until your home is tenanted (subject to access being provided to us by any current occupant).

- Facilitate the erection of a for rent sign on your behalf within 48 hours of listing the property (with your permission and if signs are permitted).
- When authorised by you to do so we will check all successful applications on the relevant tenancy and credit control databases.
- Verify all applicant's references and previous renting history.
- Verify & confirm applicants employment status.
- Refer all potentially suitable applications to you for approval (unless instructed otherwise).
- Let your property for the asking amount of rent, (as outlined in your management agreement with us). We will not let your property at a different amount, without first obtaining your permission in writing.
- Complete and execute the tenancy agreement and explain in detail your new tenants rights and responsibilities.
- Ensure your new tenant pays all ingoing costs prior to the commencement of the tenancy.
- Lodge the bond in accordance with legislation.

- Forward a copy of the Tenancy Agreement to you once the tenancy has commenced if instructed to in your Management Agreement.
- Have regular contact with you and provide feedback to you throughout the letting process.

## Rent Collection

We have a zero tolerance rent arrears policy which we outline clearly to all tenants when they sign their tenancy agreement. We will:

- Process rent payments made into our trust account daily.
- Follow up all late payments in accordance with the Residential Tenancy Act.
- Keep you fully informed at all times should the tenant fall into rent arrears.
- We will follow the legal process through the Tenancy Tribunal should the necessity arise.
- Provide you with a monthly and annual financial summary of rents collected and outgoings paid.

## Property Inspections

We will complete a comprehensive property condition report and will take photographs of both the interior and the exterior of the property prior to the property being occupied.

### **We will:**

- Forward a copy of the property condition report to you once completed and signed by both your Property Manager and the ingoing tenant.
- Conduct regular inspections of the property, as set out in the Management Authority, and provide you with a written report. We will report to you any repairs or preventative maintenance that may be visible or that is reported to us by the tenant at the time of the inspection.
- Conduct a comprehensive property inspection when the tenants vacate the property ensuring that it is comparative with the original condition report, whilst taking into consideration any fair wear and tear on the property.

## Accounting

### **We will:**

- Deposit the net proceeds of your rental income into your nominated bank account as per your management agreement.
- Provide you with all copies of invoices for any repairs required at your property if requested.
- Pay all property outgoings as agreed on your behalf prior to the due date (subject to the availability of funds).

## Maintenance and Repairs

We expect that property owners will undertake recommended repairs to their rental property in order to preserve the value of the property, meet legislative obligations and maintain a positive relationship with the tenants. At Harcourts, we encourage your tenants to submit all maintenance requests in writing.

### **We will:**

- Not undertake repairs to your property in excess of your nominated amount, without first obtaining your approval. NOTE: This excludes emergencies and repairs that are required to be rectified by law.
- Contract a tradesperson within a timely manner for non urgent repair requests.
- Attend to any urgent repair requests immediately.
- Only use trades people who are properly licensed and insured to handle the type of work being performed on your property.

## Tenancy Renewals

Should a fixed term tenancy be entered into for your property we will:

- Contact you prior to the expiry of the fixed term to advise you of current market conditions and to allow you to make the decision whether you wish a further fixed term or would prefer a periodic tenancy for your property.

- Not renew a tenancy without your express written permission (unless stated in the management agreement).
- Advise you of any notice by the tenants that they are not renewing their tenancy.
- Minimise vacancies by promptly acting on any notice to vacate received from a tenant.
- Proactively manage the tenancy agreement renewal process wherever possible to facilitate consistent income.

## Rent Review

We will regularly review the rent charged on your property in accordance with the current legislation to ensure you receive the highest rent possible.



# Checklist.

## To ensure the safety of your tenants.

- Are smoke detectors fitted and in working order?
  - Does all glass, including shower screens, comply with current legislation?
  - Are your balcony and stair railings compliant with current legislation?
  - Have you checked all your electrical appliances are in safe working condition?
  - Are all power sockets and light switches in safe working condition?
  - Are all lights working and damaged light globes replaced?
  - Is the property secure with all locks in working condition?
  - Do you have adequate Building and Public Liability Insurance?
  - Do you have Landlord Protection insurance?
  - Do you have a security system and if so is it in good working condition?
  - Is all the plumbing in working condition? Small leaks can cause big problems.
  - Have you ensured all garden paths and driveway are evenly laid with no pavers or cracked concrete causing possible danger to occupants and guests on the property?
  - Are the gutters clear of any debris to avoid any flooding problems?
  - Are there any tree roots that may cause damage to the property or be a tripping hazard?
  - Do you need to organise a gardener prior to your departure or during the time the property is tenanted?
  - Are the pool chemical levels correct, all equipment is in working order and have you arranged for the pool to be regularly checked and maintained or the tenant given the appropriate instructions?
  - Does the safety fence around the swimming pool comply with legislation and is there a self closing gate installed and in working order?
  - Have you ensured there are keys to all windows, doors, garages, sheds etc and has a full set been provided to your agent?
  - Are all remotes in good working order with new batteries installed?
  - Have all gas appliances been serviced within the last two years?
  - Have all blinds and curtains been fitted with safety clips to meet legislative requirements?
- And please remember to...**
- Redirect your mail.
  - Organise for the power supply to stay on until a tenant moves into the property (especially if you have a pool or security system).
  - If you have a pool, organise for maintenance to be carried out while the property is being marketed.
  - Make sure your building insurance remains up-to-date and you have adequate chattels insurance. Advise of the property now being rented.
  - Contact your security monitoring agency to advise of change of details.
  - Ensure the carpets are professionally steam cleaned, the property is professionally cleaned and windows cleaned inside and out.
  - Don't forget the exterior, does that need washing also?
  - Disconnect your land line.
  - Notify your Bodycorp that the property is now rented.
  - Arrange for your water accounts to be sent to your managing agent.
- And relax in the knowledge that your property is in the hands of a specialist.

If you have any questions with regard to any of these items or need assistance with anything please do not hesitate to contact your Harcourts Property Manager.

# Harcourts Beachside.

“We have the global, national and local connections for managing your property.”

## Harcourts Beachside.

A Member of the Harcourts Group

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## Office philosophy

Welcome to **Harcourts Beachside Real Estate**, a vibrant real estate agency. All the team at Harcourts Beachside either live in the area, have a strong connection to it investing in the rapidly growing property market, or have a close association to community groups and sporting associations. We have an excellent long-standing reputation in the local community. At the forefront of the local real estate scene, our dedication to providing you, our customers, the best most professional service sees Harcourts Beachside continually hold the **# 1 position for Market Share** in Yanchep!

Our Principal – Rebecca Maloney has unrivalled local knowledge and experience having worked in the local real estate market since 2001. Her family have intimate ties to the area being one the original founders of Yanchep/Two Rocks when the crayfishing fleet first established a small community in the early 1960's. Our friendly Sales and Property Management teams are all professionally trained, highly motivated and very experienced across all aspects of real estate. "**People First, Doing the Right Thing, Being Courageous and Fun & Laughter**" are the Harcourts core values, and what our team work and live by, ensuring you will receive service second to none.

Why We Love Yanchep. We love the laid back, relaxed lifestyle and the strong community spirit that Yanchep affords. We believe it is a very special part of the world, and perfect for those seeking a safe, family-friendly place to call home.

Combining a unique mix of coast and natural bushland, Yanchep boasts many attractions, including the local Lagoon, Yanchep National Park, and one of the best golf courses in WA at Sun City Golf Club, plus excellent shopping and public transport. All situated on the coast only 50-kms north of Perth and 20 minutes from Joondalup, Yanchep and the Alkimos/northern corridor are considered one of the fastest-growing regions

Come and experience the lifestyle, picturesque landscape and pristine beaches for yourself. We invite you to drop into our office, enjoy a coffee and discuss your real estate needs. We are local people with a real love for our community and an understanding of the local property market. Yanchep is a seaside community like no other!