



Caring for You is our difference

MANAGEMENT SERVICES

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ASPLEY REAL ESTATE

To Whom It May Concern:

Following are the policies and procedures of the Aspley Real Estate Property Management Department. We offer a premium quality service at a minimum price while our goal is to provide you, the landlord, with a 'hassle free' guaranteed income.

Aspley Real Estate charges include:

- Monthly management fee of only 8% plus GST
- Monthly postage and petties fee of \$5.00 plus GST
- Letting fee – payable when new tenants are placed into your property. This is equivalent to one weeks rent plus GST.
- If required, \$100 per mediation / tribunal hearing
- Advertising fee – the first two adverts when reletting the property, after which, Aspley Real Estate is responsible for advertising costs.
- Renegotiation of lease renewal – FREE

Aspley Real Estate organises all maintenance work necessary at your property and performs periodic inspections. The Property Management Agreement gives you the option and flexibility of which accounts you would like us to pay from rent monies, such as rates, insurance etc. The agreement also authorises us to spend up to two weeks rent for the repair and/or maintenance of any one item in the circumstance where you are unable to be contacted. Where possible, we always make a courtesy call to landlords to advise of any necessary repairs. We consider it essential that all parties are constantly informed and pride ourselves on continuous communication.

Our policy for arrears is based on minimisation. If rent is two days in arrears a telephone call is made to determine when a payment will be made. Upon the seventh day (if it should get to this stage) a Notice to Remedy Breach is issued. If the breach is not rectified within the prescribed fourteen day period then the final step is a Notice to Leave, if agreed to by you.

Routine inspections are performed on a quarterly basis and a written report of the inspection findings is then forwarded to you for your perusal. The report will comment on the general condition of the interior and exterior of the property and on maintenance that has occurred or is required.

A professional monthly statement will be issued for your tax purposes showing the total income and expenditure for that period. All original invoices for the property will be enclosed, as will any general updates.

If you have any questions regarding any of the above please do not hesitate to contact me. It would be a pleasure having the opportunity to manage your investment and to establish a lasting relationship between landlord and agent. ***Caring for you is our difference.***

Yours faithfully

Paulette Bourke
Property Manager

ASPLEY REAL ESTATE PROPERTY MANAGER



Paulette Bourke

'GIVE YOUR PROPERTY THE MANAGEMENT IT DESERVES'

Make the move to Aspley Real Estate to experience the difference
Call now and find out why so many Landlords have made the move

We pride ourselves on the excellent service we provide

Feel comfortable dealing with trained professionals

We care for your property as if it was our own

Take advantage of stress free Property Management

Our Management of Investment Properties is superior to all other agencies, particularly our guarantee of Personalised and Professional Services. Enjoy reassurance knowing you are dealing with a family owned and operated business who are looking after your asset as if it were our own.

Aspley Real Estate is situated in a prominent location at 609 Robinson Road, Aspley. Investors as far away as China, and as close as Aspley, have been taking advantage of our Professional Property Management Services for many years.

We would appreciate the opportunity to offer our services to any investor whether you are unhappy with your current agent; simply seeking a manager you can trust; or even considering purchasing your first investment property.

We offer maximum service to our clients and minimum costs. We also offer discounted fees to multi-investors. Our boutique, family run office is small enough to offer professional service to each of our clients, yet large enough to cater to the modern era of Professional Property Management and Selling Systems.

Our tenant selection process is very stringent, and best of all you are kept informed of every move we make. Communication is always the key to a good relationship. Inspection reports will be forwarded to you each quarter and you will also receive a monthly statement detailing rental income and expenditures.

If you would like any further information regarding our Property Management or Sales Departments please contact the office. We would appreciate the opportunity to discuss your situation with you in more detail. Enjoy the experience when you deal with the most professional and successful Real Estate Team in Aspley.

Aspley Real Estate offers personalised service to you and the tenant whilst managing your property. We will do everything in our power to ensure that your investment property has minimal vacancy and maximum return. In order to achieve this, we provide a number of services.

To ensure the security of your property, Aspley Real Estate has:

Coded keys. This means that all of our keys are identified by numbers, and the address of your property is kept apart from the keys.

Whilst letting your property, we do not hand out keys to prospective tenants. Prospective tenants are accompanied to all properties by Aspley Real Estate personnel. This ensures security of your property, and also gives us a chance to get to know the tenant, therefore helping with the selection process.

In processing the Application for Residential Tenancy:

Aspley Real Estate is a member of Tenant Information Centre of Australasia (TICA). This is a database showing default tenants, allowing us to get the best tenant for your property.

Aspley Real Estate has a minimum standard for tenancy applications. We require photo identification, proof of income, proof of current address and personal and rental references.

Once the application has been approved by you, the tenant will be required to pay full bond (4 weeks rent) and two weeks rent. They will also sign a General Tenancy Agreement. This binds them to the property for the term of the lease, and informs them of their obligations.

Before the lease is about to expire, we will contact the tenant and ask them if they would like to renew their lease, with your approval. If they do not wish to renew the lease, we will go back to step one and find you a great tenant.

LESSOR'S OBLIGATIONS

In Queensland, people who rent housing are covered by the law - The Residential Tenancies Act 1994 (the Act). The Act sets out the rights and responsibilities of tenants and lessors. It describes what tenants and the lessor/lessor's agent can and can't do, how to address issues that may arise during the tenancy and explains what happens if the lessor/lessor's agent or tenant breaks the law. We have compiled a list to make you aware of your obligations as lessor.

The Lessor must:

- Ensure the Premises and Inventory of inclusions are clean and fit to live in, are safe to live in and are in a good state of repair and meet all building requirements of the local state authorities; For example: are all railings, stairs and balconies properly constructed and secure? If there is a pool is it properly fenced?
- Supply and maintain all locks necessary to ensure the Premises are reasonably secure, and at the Lessor's cost, provide a key for each lock to the Tenant and Agent. If there is more than one tenant, provide to each further Tenant a key for each lock that secures an entry to the Premises or secures a road or other place that is normally used to gain access to, or leave, the area of building in which the Premises are situated.
- Have the Premises treated for pests as required (no more than annually) at the Lessor's cost.
- Obtain and maintain insurance policies for public liability providing cover to a minimum of \$10 million. **Please provide us with a copy of the Insurance Certificate.**

- Provide Aspley Real Estate with a copy of the Body-Corporate by-laws.
- If the Premises includes an outdoor swimming pool, provide and keep the swimming pool, pool fencing, pool gate and pool lock in good repair and in compliance with all applicable building and pool fencing legislation, regulations, by-laws and standard forms; pool area must have a visible resuscitation sign.
- Pay for the installation of the first telephone line to the Premises. We have experienced situations where a telephone line needs to be re-installed after the premises have been vacant for a period of time and the phone line has been out of use.
- Pay for all repairs and maintenance (that are not the fault of the tenant).
- Smoke Alarm Legislation — To ensure your property is compliant and you have in place a system to test, clean and change the battery (if required) in each smoke alarm in the property.
- It is highly desirable that you minimise personal contact with Tenants. As your property manager we would prefer to deal with all correspondence and communication on your behalf.

ASPLEY REAL ESTATE – VACATING PROCEDURE

When moving, cleaning a home can be a daunting task. We know from previous experience that quite often properties are not left to the standard we require. To help you receive your full bond refund, we have prepared a checklist for you.

Please provide us with receipt for carpet cleaning and pest control (if required) upon vacation of the property.

Walls – Most hand marks and general dirt will come off the walls with spray and wipe. Skirting Boards to be dusted and cleaned.	
Hot plates/Oven/Griller – clean all internal and external surfaces, trays and shelves. All removable racks to be cleaned.	
Rangehood – clean all external areas including filters that can be removed.	
Cupboards and benches – Clean all cupboards, inside, outside and top of doors and shelves, bench tops and tiled wall areas.	
Bathroom and Ensuite – Shower recesses, baths and tiled areas to be cleaned of residue, soap scum and mildew etc. Filters and extractor fans on ceiling to be cleaned. Mirrors to be cleaned. Cupboards and drawers to be cleaned inside and out.	
Toilets – Toilet bowl to be cleaned and disinfected inside and out, include cistern, lid and seat.	
Laundry – Tub to be cleaned and disinfected. Clean inside tub cupboard.	
Floors - All tiled areas to be vacuumed and mopped over. Carpets are to be professionally steam cleaned as the final job and receipt given to us.	
Windows – All windows to be cleaned inside and out (outside if able to reach). Remove cobwebs, dirt etc from security screens. All frames and window/door tracks to be wiped clean.	
Cobwebs – All cobwebs inside and outside to be wiped away.	
Driveway and Garage – remove oil and other stains, grease etc and sweep clean. Rubbish that will not fit into the rubbish bin with the lid closed will have to be removed from the premises. Contact us, we may have dump vouchers available.	
Lawns and Gardens – All gardens need to be weeded, tidied and lawns mowed.	
Pool – If you have a pool, a pool water reading will need to be completed by a pool shop and brought to the office upon vacation of the premises.	
Lights – All fittings and fans to be cleaned and all lights to be in working order.	
Keys – All keys and remotes to be returned to the office on vacating date.	

Note. It is the tenant's responsibility to return the property back to the original condition by the day of departure. Tenants must continue to pay rent after the hand over date if the property is not ready for the occupancy of the next tenant.

PLEASE REMEMBER THAT IF YOU ARE UNABLE TO COMPLETE ALL OR PART OF THE ABOVE THEN PROFESSIONAL CLEANERS WILL BE USED AND DEBITED TO YOUR BOND.