

# WOULD YOU LIKE HIGHER INCOME LESS WORRIES

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## ***FROM YOUR PROPERTY?***

### **WE OFFER A FULL PROPERTY MANAGEMENT SERVICE (PERMANENT AND HOLIDAY RENTAL)**

#### **LETTING SERVICE:**

- Initial listing inspection
- Details entered on "to let" brochures
- Advertising: internet and free paper
- Tenant qualification & reference check
- Preparation of Real Estate Institute of Queensland tenancy agreement
- Collection of initial rent and bond
- Entry condition report inspection and bond lodgement
- Furnishing services (e.g. arrange quotes)
- Higher standard of tenant

#### **RENT COLLECTION:**

- Collection of rents in advance
- Prompt "arrears action" system daily
- Regular rent reviews
- Tenancy agreement renewals
- Monthly payments and statements to owners
- End of financial year summary
- Less tenant problems due to our screening process
- Rent card facility for rent payment or direct deposit

#### **MANAGEMENT & MAINTENANCE:**

- Regular property inspections
- Competitive qualified trades people
- Regular written inspection reports & photos
- Tenant of the month awarded as incentive
- Prominent real estate office
- Experienced & licensed management team
- E-mail and Internet bookings available (holiday)
- Principal licensee oversees the property management department
- High standard of quality properties in our portfolio

#### **MANAGEMENT FEES:**

- 5% rent collection-3.5% management-a total of 8.5% per month +gst
- 1 weeks rent as letting fee +gst as administration costs, on new listings
- \$5.50 disbursement fee incl. gst (covers bank fees, postage, fax, phone, email)
- 12% on income +gst on holiday rentals (includes marketing, email, internet)

## WE MAKE A POINT ABOUT KNOWING MORE ABOUT THE LEGALITIES

### **RESIDENTIAL TENANCIES AUTHORITY**

To obtain a result from the Tribunal in favour of the Applicant requires a thorough working knowledge of the Residential Tenancies Act. Such experience can only be gained through years of involvement in the industry and a sound knowledge of its processes.

Elders staff regularly attend tutorials on Property Management, Franchise Training Sessions and Elders Property Management Chapter Programmes.

## WE DO FAR MORE THAN COLLECT RENT

### **ELECTRONIC FUNDS TRANSFER**

We arrange rental payments to be paid directly into an account designated by you at the end of each month. **Due to bank processing procedures this is NOT guaranteed before the 5<sup>th</sup> Day of the Month.**

### **RENTAL STATEMENTS**

Because our department is computerised we are able to offer you greater flexibility and ease of administration. We generate monthly statements and the direct debit is made at the same time as the statement, so your money is available sooner. We can also take care of payments relating to the property, such as body corporate levies and maintenance.

An annual statement of all income and expenditure is also prepared at the end of each financial year and forwarded to you at no extra cost.

### **RENT ARREARS - WHERE MORE MEANS LESS**

Because our tenant selection procedure is thorough, Elders' rental delinquency level is minimal. However, for a wide range of reasons, tenants may occasionally fall into arrears.

When this happens we proceed as follows:

8 days overdue - Form 11 Notice to Remedy Breach as per Residential Tenancies Act

10 days overdue - Form 12 Notice to Leave as per Residential Tenancies Act and an application to the Tribunal to obtain a Warrant for Vacant Possession, if necessary.

# WE TAKE MORE TIME TO SELECT THE BEST TENANT

We manage a wide variety of properties, ranging in weekly rental from \$150 to \$350; managing a portfolio of over \$200 million in properties for our clients.

Even so, one element remains paramount - the importance of selecting only the most suitable applicants to lease the investment properties we manage.

## **WE DRAW APPLICANTS FROM A NUMBER OF SOURCES:**

- Advertising in the Fraser Coast Observer
- Personal introductions
- Our relationship with various re-locating companies
- Owner/ tenant referral
- Regular contact with large companies in our area
- Elders reputation serving Australia for over 156 years
- The Elders network has offices Australia-wide
- Internet and Email facilities
- Walk-in enquiries - 60 rental lists a day are generated

Interested prospects must complete a Residential Tenancy Application which includes details of current and previous tenancies and income, three references and their current Drivers License or Passport details. All these reference details are thoroughly checked and followed through on all applications. We are on-line to the Tenancy Information Centre Australia, a database which also provides us with thorough tenancy records. All tenant applicants must supply us with 100 identification points as they would need to supply any banking institution.

We also have an Annexure attached to the Application form which is a Declaration with regard to past rental history.

We only make recommendations to clients after we've completed these procedures.

Length of Tenancies: We recommend properties be offered on a minimum six (6) month basis. The majority of tenants are looking at security for this period.

On signing the lease, tenants are required to pay four (4) weeks rent as bond and the first two (2) weeks rent.

## ELDERS PHILOSOPHY OF GIVING YOU MORE

- to provide the best possible service to our clients at all times.
- to establish and develop a mutually beneficial business relationship with our clients.
- to provide the highest standard in professionalism in the service we provide.
- to underline Elders position as one of Wide Bay's foremost residential property managers.
- to maintain our unsurpassed reputation within the Real Estate Profession.
- to keep our owners informed with regular newsletters.

Elders' Property Management Department's excellent reputation reflects this philosophy. This is due in no small way to our total dedication to providing our clients with property management expertise and service. Such dedication inevitably leads to the long term business partnerships on which our Department thrives and from which our clients always benefit.

To this end, we're committed to providing clients with the most advanced facilities for managing their investments.

Our Property Management Department is computerised and our office is open 7 days a week.

Our office is a member of Real Estate Institute of Queensland.

Landlord Protection Insurance brochures are included in this portfolio for your perusal. Our office recommends Landlord Insurance for your peace of mind. We are a Corporate Authorised Representative of EBM Insurance Brokers and can arrange cover for you upon receiving the completed application.