

## Agency Profile

**Elders Real Estate**  
537 South Pine Road  
Everton Park QLD 4053  
**07 3355 5444**  
info@eldersre.com.au



My



Property Management



## Elders overview

Elders is a local specialist in Residential Sales and Property Management. Located at a prominent position in Everton Park we provide your every Property Management need.

David Little originally established our office as a Boutique Real Estate Agency in 2004 with a focus on investing and later property management.

David along with his business partner Gavin Croft have extensive experience in the Real Estate industry and prides themselves on developing the very best in Brisbane Real Estate services.

Elders has a dedicated team of experienced Property Managers to professionally manage your property and protect your investment.

## Our team

At Elders, we do not take short cuts or settle for just anyone to manage your property. We have specialist team members in place who provide you with the service & advice you deserve with every step throughout your property investment journey.

Our team is portfolio based with four property managers supported by three assistance, a team leader and an active Principal in the team. We are proud to provide such an extensive team and see this as a key point of difference. As an agency that is focused only on property management we understand it is better to have a stronger representation to ensure our service is consistent and of a high quality. All the team are all licensed, highly skilled & experienced to handle any situation that can occur with properties & tenants.

We also have the advantage of local knowledge with all team members living in and around the local area. Our fees are tailored to be performance based and not activity based with a simple fee structure that rewards results for us and you as an investor.

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## Why choose us?

At Elders, we offer a complete property management service. Principal David Little is determined to achieve exactly what our clients want through integrity, good business sense and down to earth professionalism. This brand of values is followed by all of our team members so that we achieve:

### ***specialist property management service***

With a leading property management department Elders provides exceptional service, experience and understanding in all areas of Property Management.

### ***save you money***

By keeping up-to-date on the latest market trends we ensure that you receive maximum return for your investment.

### ***save you time***

We attend to all matters concerning your property, leaving you time for the other areas of your life.

### ***transparency & accountability***

By providing you with a login, you are able to access Online Agent, the latest feature of our property management service. This enables you to access all information regarding your property and tenancies online.

### ***minimise your stress***

Our office implements highly developed systems and procedures to make certain that every detail is considered. We are constantly reviewing our systems to ensure you are provided with the best possible management of your investment.

### ***provide you confidence***

We employ highly trained & experienced personnel, who have knowledge of all current issues and legislative requirements affecting the real estate industry.

### ***make you money***

Our goal is to increase your income by professionally managing your investment property, whilst ensuring strong capital growth is achieved.

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## Our services

We follow your property every step of the way so all team members are familiar with your property through open communication right from your very first tenant with systems in place to ensure nothing is overlooked.

We have a specialist leasing department to conduct property inspections, process all applications thoroughly and make sure we are putting the right tenant in your property. This is beneficial to both you, the landlord, and for the prospective tenant. By accompanying prospective tenants on inspections we are able to ensure the security of your property is not compromised, whilst at the same time qualifying the prospective tenant to ensure a trouble-free tenancy.

## Accounts and statements

We offer disbursement of your rental monies at both mid & end of month via direct deposit. We provide an itemised statement of all income & expenses. These can be emailed to you upon request.

As well as invoices for maintenance, we can also pay council rates, body corporate levies and landlord protection insurance premiums at no extra charge. This can often be useful for when we provide your End of Financial Year statement as it totals all accounts paid for the financial year, making it easier when preparing your Tax Return.

## Rent reviews

We pride ourselves on constantly monitoring and providing you, the investor advice on the rental pricing market, to ensure you are gaining the maximum rental return on your investment. Our Property Managers are focused on reviewing your rent at each lease renewal. There may be times however, that your property is at its maximum value for that term and does not warrant a rent increase at that time. In that instance, again, your Property Manager will be well aware of the market and contact you to discuss in further detail.

As time goes on with your investment, we can also suggest improvements during or between tenancies in order to gain the best rental price possible for your home.

## Arrears management

Elders has a strict daily arrears management system in place in accordance with the *Residential Tenancies and Rooming Accommodation Act*.

Tenants are encouraged and educated to pay the full rental amount in advance, to ensure your investment works for you. Tenants are offered a number of different options to pay their rent.

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## Inspections

Elders will conduct a thorough Entry and Exit inspection of your property at each tenancy changeover. Three routine inspections are carried out annually. A thorough report with photos is provided to you after each inspection.

## Maintenance

We will advise you of all maintenance conducted as per a maintenance budget formulated in consultation with you. Any maintenance outside of this will need to have your written approval prior to authorisation. In the event of an emergency as prescribe under the act prompt action will be taken,

Elders has a team of licensed trades people to attend to your property maintenance requirements.

## Marketing your property

We have a wide range of advertising resources to ensure your property is exposed to all prospective tenants.

As the internet is the main forum for prospective tenants to search for their next property, not only do you have the benefit of

- [www.eldersevertonpark.com.au](http://www.eldersevertonpark.com.au)
- [www.domain.com.au](http://www.domain.com.au)
- [www.realestate.com.au](http://www.realestate.com.au)
  - Feature Property
  - E-marketing campaign (E-Brochures)
- Window Display (main road location)
- Rental Lists
- Signboard

All of the above methods have proven very successful as we cover every aspect of tenant enquiry and is an imperative part of finding a great tenant in the shortest possible timeframe for your investment.



## Fees and services

Our fees are tailored to be performance based and not activity based with a simple fee structure that rewards results for us and you as a landlord. They are based on property management services you need us to provide and what we can do for you personally. Our standard fee structure includes the following:

<b>Management (3.5% + GST) and Rent Collection (5% + GST) TOTAL (8.5% + GST)</b>	
- Regular Routine inspections & written report	- Organise & co-ordinate maintenance
- Overall day to day management	- Collection of rent
- Daily arrears management	- Organising landlord insurance
- Regular rent reviews	- Lease renewals or terminations
- Payment of maintenance invoices, council rates & insurance as required	- Co-ordinate any valuations / inspections as required
- Finalise vacating tenant at end of each tenancy	- Dispute Resolution (if required)
- Access to Online Agent through Console	- Transparency & accountability

<b>Letting: first weeks rent (plus GST)</b>	
- Show the property to prospective tenants	- Processing of new tenant applications
- Checking tenancy database for defaulting tenants	- Preparation of new lease, associated documents and keys

<b>Marketing: \$50.00 per let (plus GST)</b>	
- Photographs, signage, internet listing & window card	- Rental lists distributed through our sales and property management team

<b>Administration: \$7.00 per month (plus GST)</b>	
- Internet, phone & fax charges	- Mid & end of month disbursements
- Bank charges	- Postage & subscription charges
- Payments to creditors	- End of Financial Year statement

*Our fees are fully tax deductible – consult your tax accountant for further information*



## Testimonials



*"I wanted to take the time to thank you personally for all of your help. We dread to think of the emotional and financial mess we would be in had we not been fortunate enough to have engaged your services as our property manager.*

*We would also like to especially thank you for finding us such high quality, reliable, rent paying tenants throughout the time you managed our property.*

*We look forward to working with you in the future and personally would not even consider enlisting any other property manager."*

**R & S Stook – Mackay, Qld**

*"THANK YOU! For everything you have done. It has been a pleasure renting with you. Best of luck for the future."*

**A Bailey – QLD**

*"It is not often these days that one experiences superior service and, with all due respect, it is an experience delivered even less often by real estate property managers and staff when one is searching for a rental property in a tight market.*

*Your staff were welcoming, friendly, sympathetic, supportive and most helpful. You have an excellent team. "Our thanks for a job well done!"*

**S & M Lloyd – NSW**



## Rights and Responsibilities



<p><b>Rights and responsibilities</b></p> <p><i>Sections 185 and 188</i></p> <p>All lessors and tenants are bound to comply with the provisions of the Act. Both lessors and tenants have rights and responsibilities under these laws.</p>	<p><b>Did you know?</b></p> <p>Managing a property is a business. By using the correct RTA forms and following rules set out by the Act, you can help to protect your business and minimise disputes.</p>
<p><b>Tenants' Rights</b></p> <ul style="list-style-type: none"> <li>• The premises are fit to live in and in a good state of repair. Premises comply with the health and safety regulations</li> <li>• To have quiet enjoyment of the place including the dwelling and surrounding yard</li> <li>• The premises are reasonably secure, and the tenant/s are provided with one complete set of keys for the household plus extra keys of entry for each tenant</li> <li>• To have vacant possession of the premises</li> </ul>	<p><b>Lessors' Rights</b></p> <ul style="list-style-type: none"> <li>• To have rent paid on time and in the way written in the agreement</li> <li>• To have damage caused by the tenant/s or their guest/s, paid for by the tenant/s</li> <li>• To have the tenant/s abide by the terms of the tenancy agreement</li> <li>• That the premises is not used for illegal purpose</li> </ul>
<p><b>Tenants' Responsibilities</b></p> <ul style="list-style-type: none"> <li>• To abide by the terms of the tenancy agreement</li> <li>• To pay the rent on time and in the way written in the tenancy agreement</li> <li>• Not to use the place for any illegal purpose</li> <li>• Not to cause nuisance or interfere with the reasonable peace, comfort and privacy of a neighbour</li> <li>• To keep the premises and inclusions clean</li> <li>• Not to damage the premises or inclusions</li> <li>• To report any damage to the premises to the lessor as soon as possible</li> <li>• To be responsible for the behaviour of their guest/s</li> </ul>	<p><b>Lessors' Responsibilities</b></p> <ul style="list-style-type: none"> <li>• To abide by the terms of the tenancy agreement</li> <li>• To ensure the premises are clean and fit to live in at the start of the tenancy and abide by health and safety laws</li> <li>• To provide the tenant with reasonable peace, comfort and privacy</li> <li>• To ensure reasonable security, and provide one tenant with one complete set of keys plus keys for entry for each other tenant named on the agreement</li> <li>• To pay all charges, levies, premiums, rates and taxes payable for the premises</li> <li>• To cover the cost of preparing the tenancy agreement</li> <li>• To maintain the premises and inclusions in good repair</li> <li>• To keep any common area clean, where there is a common area</li> </ul>



## Preparing your Property for Rent

### **CHECKLIST A**

The following are items that are the landlord's responsibility and it is advisable that they are attended to, as some in particular are legal requirements for all leased properties under the Residential Tenancies Act.

- All locks are fitted and keys are available for each lock
- The property provides adequate security to enable tenants to obtain contents insurance
- If the property is a unit or townhouse, a copy of the by-laws are required to be provided to the Managing Agent
- Pest control has been completed for 12 months. Annual pest control is required
- Telephone line is installed
- Full sets of keys are provided- one for the Managing Agent, one full set for the incoming tenants and one access keys to all named tenants
- Refuse bins are installed for the property. We can contact the Council to arrange if you prefer
- Property has been cleaned in detail. Professional carpet cleaning is essential and a receipt must be provided to the Managing Agent.

### **CHECKLIST B**

Includes items that are recommendations gained from our experience as Managing Agents. Whilst they are not a legal requirement they may be advantageous for you to include or attend to prior to leasing. They may assist you in achieving the optimum rental available, help in the on-going maintenance of your property or simply safeguard your investment.

- Landlord Protection Insurance. Whilst every care is taken in carrying out rental reference checks, unforeseen circumstances can cause a tenant to behave in a way that is totally out of character- hence the need for this type of insurance. Details are available upon request.
- Contents insurance for your property's fixtures and fittings- can be included in your property insurance or incorporated in a landlord protection policy. As your managing agent we require that you take out some form of Public Liability Insurance for covering your property. (For units & townhouses- the Public liability under the building insurance taken out by the Body Corporate may cover common areas. Seek appropriate advice through your body corporate).
- Install fly screens (this will protect the paint work as well as maintaining the curtains/blinds) or
- Install security screens (particularly in lower floor areas)
- Install window coverings
- Install towel rails and toilet roll holders, if not already installed
- Copies of applicable warranties given to the managing agent for the file
- Instruction manuals for appliances left in property for tenant's reference
- Particular cleaning instructions for special items given to both Agent and tenant
- If solid hotplates apply, leave a set of covers to protect them along with cleaning instructions and a tube of cleaner
- Placement of picture hooks on walls- then a restriction can be placed on the tenant for any future picture hook allowances
- If the property is vacant for two weeks or more then a spot clean should be carried out before the incoming tenant commences the tenancy.

If we can be of further assistance please contact us. As your managing agent we would be more than happy to attend to any of the above on your behalf.

