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**first  
national**  
REAL ESTATE

| Golden Plains

## Property Management Services Guide

## Weighing Your Options

**Choosing the right estate agency to manage your investment property is one of the most difficult tasks you'll face as a landlord. We appreciate you have a choice, assume you'll talk to several agencies and want to win your business!**

On a daily basis, we demonstrate to our existing landlords that we offer the ideal combination of professionalism, experience and commitment.

Now, as you weigh all the advice received, we ask you to consider the systems and processes that underpin the strength of our agency.

Property management is much more than just collecting rent or striking a deal on fees.

While we're commercially competitive, we don't compromise on training, systems, equipment or standards that enable us to assure selection of quality tenants, timely rental payments and minimal vacancies.

## Steps To Management Success

### Accurate appraisal

Our goal is to rent your property for the best price, to the best tenant, in the shortest possible time. Our expert property managers have unparalleled knowledge of property values in your area and this is why we consistently achieve excellent prices.

### Presenting your property

Your property's presentation is par amount so we'll make recommendations about the small things you can do to improve appearances and maximise your return.

### Advertising and marketing

To maximise rent, we must find the best tenant. This is where Fir st National your office offers unrivalled expertise. Our comprehensive marketing includes exposure on our industry leading websites, major real estate web-portals, eMagazines, social media and our exclusive, award-winning tenant alert database – Utopia.

We now also offer a [360 virtual tour](#) to market your property included as part of our standard marketing package. Click on the link to view a sample of how we market your property.

### Accompanied viewings

Accompanying tenants at each inspection guarantees our expertise rents your property faster. We highlight all benefits of y our property and we explain why being a tenant of First National office means a better experience for them.

### Receiving offers

The moment applications are received, we advise you of their details.

### Tenant selection

Once you've accepted an application in principal; we carefully screen the applicant, applying stringent criteria and reference checks. Then, our property managers will outline your options, make a recommendation, and ask you to choose who will rent your property.

### Preparing for tenancy

Lease documentation is prepared, incorporating any specific instructions you may have. Bond and initial rental payments are collected, your tenant is advised of their obligations, and most importantly, we outline our expectations concerning their conduct.

### Documentation

Before your property is rented, we'll complete a thorough Property Condition Report that incorporates photographic records. This inspection exhaustively records the presentation of your property before your

tenant moves in. Click on the link to view a sample of a [Condition Report](#)

## **Management services**

Consider our ongoing management services. Our expertise ensures peace of mind, steady income, regular property condition checks, qualified maintenance and 24/7 emergency repairs.

## **Completion**

On day one of your lease, keys are released to your tenant. They are informed of their property manager's contact details as well as additional services offered by First National your office such as our complementary utility connection service – Direct Connect.

## Why Choose First National

### We're fast

First National Real Estate is like a magnet for tenants.

Our advanced customer database enables tenants to register for instant alerts.

We broadcast news of your property's vacancy within minutes, direct to tenants that match your asking price and description.

### We're experienced

We manage over 90,000 investment properties throughout the cities and regional centres of Australia and New Zealand.

Whether residential, commercial or holiday letting, First National Real Estate knows how to target the right audience and our relocation service is second to none.

### We're online leaders

There's more chance that more tenants will see your property with us because First National is an online leader.

After Business Review Weekly published its Top 30 Australian Agencies, independent experts ranked First National Real Estate number one for Inbound Marketing.

### Timely Payments

Reliable rental payments are crucial. That's why we offer a range of easy payment solutions for your tenant.

Our systems enable instantaneous monitoring of your tenant's payments and we are committed to a zero tolerance of arrears.

### Maintenance

Early response to maintenance requests is key to good tenant relations.

Our qualified contractors and tradespeople enable us to expedite quotes for cost-effective maintenance.

We use only reliable, competitive, licensed contractors, assuring peace of mind and a worry-free property investment experience.

### Comprehensive Marketing

Competing for attention in the real estate market can sometimes be like talking underwater.

We invest heavily in search engine optimisation to ensure tenants can always easily find our listings.

Plus we can tailor the ideal campaign to assure no stone is left unturned in the search for your new tenant.

## **Freedom of choice**

Once all suitable applicants have been reviewed, we advise you of your alternatives and recommend a tenant.

However, we allow you the freedom of choice to decide who will live in your property.

Tenant Selection Integral to your success is our diligent assessment of applicants and expert negotiations on price.

We carefully assess references and check real estate databases to ensure every tenant we recommend has been exhaustively checked.

## **Regular Inspections**

Regular Routine Inspections of your home are conducted approximately every 6 months with the initial inspection taking place approximately 3 months after the commencement of the lease. The purpose of the Routine Inspection is to report feedback to how the tenant is maintaining your home and report on any maintenance issues that may be present.

Click on this link to view a sample of a [Routine Inspection Report](#)

## **Insurance**

First National Real Estate offers landlord insurance products designed to cover you in the event of adversity.

Residential Building Insurance policies cover loss of rent and accidental or malicious damage.

Landlord's Protection policies cover loss of rent and public liability concerns.

We also offer contents policies for tenants, something they can experience difficulty obtaining.

## Get Your Home Rent Ready

# Residential Rental Provider Checklist

### Things to do prior to leasing:

- Ensure all white goods including oven, dishwasher, heaters including ducted systems, split systems, canooras, air conditioners, & hot water service are in full working order including any filters cleaned.
- Ensure that TV Reception is working and leaving a booster box if necessary. If a newly built home an Antenna is required on the home with a booster box if necessary.
- Ensure all doors and windows are lockable and that the locks on the home are in working order - supply 3 full sets of keys and remotes to Agent.
- Ensure rubbish & recycle bins are left at property for tenants to use & have been emptied out. If a newly built home please order rubbish bins from the Shire.
- Have a final reading done on any connected services.
- Is there an LPG gas supply to the home? If yes, bottles must be full at the start of a lease and tenants fill on vacating.
- Ensure a Landlord Insurance policy is in place.
- Arrange Carpets to be professionally steam cleaned at least 2 days prior to tenants moving in – Provide the receipt to the Agent.
- Arrange professional cleaing to be completed at least 2 business days prior to tenant moving in – Provide the receipt to the Agent.
- If a newly built home a letterbox
- Arrange for your agent to book in Eletrical, gas and smoke alarm Compliance tests
- Make sure your property meets the minimum standards (click link below)

[Minimum Standards for Rental Properties](#)



## Compliance Testing

### Gas and electrical

It is mandatory for all rented premises to have a Compliance and Safety testing completed by a fully qualified and licensed electrical and gas plumber for all gas and electrical appliances every 2 years.

### Smoke Alarms

Smoke alarms must be tested annually by certified trade fully qualified to test service smoke alarms.

### Pool Barriers

All pool barriers must be checked every 2 years and made sure they meet the standard safety guidelines, gates must be functioning correctly and they must be fully secure and in good order.

## Information the RRP must disclose to the applicant

### Section 30D (d)

Embedded electricity network  
Location of a homicide in the last 5 years  
Whether premises complies with rental minimum standards  
Dates of gas, electricity and pool safety check  
Whether the rented premises is a registered place  
Drugs/Asbestos/Building planning application/Notice/Order (Cladding, mould, etc)  
Current domestic building dispute  
Current dispute with Owners Corporation Act (2006)  
Copy of OC rules  
On the market for sale  
Mortgagee action to repossess property  
If they are not the owner of the property but have a legal right to let it (ie: Airbnb)

## Our Fees

### SCHEDULE OF FEES

<b>Leasing Fee</b>	<b>1.5 weeks rent plus GST (New Renter)</b>
<b>Marketing Package</b>	<b>\$220.00 + GST</b>
<b>Ongoing Management Fee</b>	<b>7% + GST of weekly rent</b>
<b>Annual Servicing of Smoke Alarms</b>	<b>\$99 + GST*</b>
<b>Electrical (Only) Compliance &amp; Safety Check (Every 2 years)</b>	<b>\$265 + GST*</b>
<b>Electrical &amp; Gas Compliance &amp; Safety Check (Every 2 years)</b>	<b>\$415 + GST*</b>
<b>Additional Fees</b>	
Minimum Standard checklist	
Lease Renewal (to existing tenant)	<b>\$149.00 + GST*</b>
Re-Inspect Routine Inspection Fee (if required to reinspect due to tenant breach)	<b>\$90.00 + GST</b>
Annual Statement Fee	<b>\$80.00 + GST</b>
Re-issue of monthly or annual statements	<b>\$25.00 + GST</b>
Multiple Quote Request Fee	<b>\$25.00 + GST</b>
Monthly Administration Fee	<b>\$3.50 + GST*</b>
Registered Post (VCAT Notices & Rent Increases to tenants)	<b>\$5.00 + GST*</b>
TICA default database check	<b>\$11.00 + GST</b>
Key Cutting	<b>At cost</b>
<b>VCAT Fees</b>	
Tribunal Preparation and Attendance Fee	<b>\$150.00 + GST for first hour, \$80 + GST for each additional hour</b>
Tribunal Application Fee	<b>\$67.40*</b>
Warrant of Possession Fee	<b>\$117.70*</b>

**\* N.B. Items marked with \* are subject to change without notice\* All Fees Correct as at 1<sup>st</sup> Sep 2023.**

**PLEASE NOTE: All Maintenance & Fees are Tax Deductible.**

**Please keep your statement & Invoices to give to your Accountant at the end of Financial year**

## Frequently Asked Questions

### How do you arrive at my property's weekly rental value?

To achieve the maximum rental in the shortest possible time we consider demand, current availability of competing property and factors such as location and features.

### What if I'd like a higher figure?

We're happy to try for that figure as long as you're comfortable that your vacancy may be extended as a result.

### How frequently is the rental return reviewed?

We conduct rent reviews at the beginning of each new tenancy, at routine inspections, or if market conditions shift rapidly - whichever occurs first. No changes to rent are made without consultation.

### How are applications for tenancy made?

Prospective tenants are asked to complete an application form and authorise First National to check the information provided.

### What checks does First National undertake?

First National uses a combination of approaches to check a tenant's leasing and payments history. These include a 100 point check, contacting previous landlords or managing agencies, confirming employment, and checking a National Tenancy Database where tenants with troubled histories are recorded.

### If an application is rejected, what reason is given?

Our protocol is not to provide a reason. There is no legal obligation to do so.

### Who chooses the tenant?

We'll make a recommendation but the final choice is yours.

### Is the tenant guaranteed?

Our processes assure every effort is made to screen for the best applicants and minimise risk. However, as rental payments and conduct are entirely at the discretion of individuals, we recommend landlords consider Landlord Insurance.

### How will I receive payments?

Payments are made monthly by electronic funds transfer directly to your nominated account/s.

### Will I receive rent as soon as the tenant has paid?

We understand how important it is to receive your rental income as quickly as possible. Not only do we run statements [daily], we can pay directly into your nominated account, pay any outgoings such as council, owners corporation or water rates if required, and email the statement to you anywhere in the world.

Will you conduct regular routine inspections?

Our professional Property Management staff will conduct a routine inspection of your property every [six months] to ensure your property is well supervised.

### How does First National's Pet Friendly Rental Search work?

If you are prepared to consider applications from tenants who have pets with good references, we'll mark your property as 'Pet Friendly' in our vacant rental property search results. This expands the number of potential tenants for your property. If an appropriate application is received, additional stringent conditions will be added to your lease agreement to ensure the tenant accepts additional responsibilities related to management of their pet and your property's condition.

## Summing Up

I am confident that we have the capacity to successfully manage your investment property.

The most significant advantages in choosing our Property Management Services are as follows:

1. Our Office has a long, well respected association, with the Golden Plains community. Our alliance with the First National Real Estate network dovetails perfectly with our commitment to continuous improvement.
2. Our office has implemented First National's Quality Assurance system. This means we have committed ourselves to continuous improvement and that we adhere to strict real estate procedure guidelines.
3. Two of the most significant marketing tools in real estate today are clearly the Internet and Social Media. First National Real Estate pursues one of the most effective strategies in Australia and was voted number one for Inbound Marketing when Business Review Weekly nominated the top 30 real estate brands in the country.

### Can we get started?

I would love to start working on transferring management and recommend the following procedure.

1. Follow-up discussion to finalise fees and agreement
2. Arrangement for Exclusive Leasing and Managing Authority to be signed.

Thank you once again for the opportunity to submit this proposal for the Management of your home. I look forward to discussing with you in more detail when you have had time to review this information.

Yours Sincerely

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Principal / Property Manager

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