



# LandlordCare™

Real Estate Direct Service





# LANDLORD CARE™

– Proudly brought to you by **RED Service**

RED Service | Landlord Care is a dedicated and tailor made 6 star service for all our investment property owners.

In REDS, we simply care too much about your assets as if they are our own, from conditions & maintenance of each room; to 'up to date' market rental feedback; we truly understand what a well-maintained investment means to you and your family.

The program is designed and delivered by our Wealth Management Team of specialists, with exceptional experiences in the real estate industry as well as many finance sectors, such as general insurance, mortgage, accounting and financial planning; all together it becomes our duty to ensure your valuable assets are being taken care of in many ways, not just a cashbook day in day out.

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# WHY USE A WEALTH MANAGEMENT SPECIALIST

## WEALTH MANAGEMENT SPECIALIST **VS** TRADITIONAL CORNER STORE

[ vol 1.1 ]

### Professional Wealth Management SPECIALIST:

- Available 24/7 via email and SMS
- Professional Photography to market your property
- Zero Tolerance Arrears Policy
- Periodic Inspections up to 4 times a year
- Periodic Rent Reviews when necessary
- 6 Star Service for our clients
- Skilled, experienced and dedicated staff looking after your investment needs
- No Conflict of Interest when we solely deal with property management
- All tenants selected through our 5 step TSP (tenant selection process)
- In-house dedicated team of insurance specialists
- In-house finance and taxation professional advice

### Traditional CORNER STORE

- Office that handles both sales and rentals
- Many points of contacts, part-time or commission based
- Treat you as a number or an address, not a person
- Focus on sales 90% of time
- Only contactable during office hours
- No regular training programs for property managers

# OUR RENTING PROCESS IN A NUTSHELL

[ vol 1.2 ]

- We will need you to sign Exclusive Management Agency Agreement. All terms and conditions of the contract, gives our office the authority to be able to show your property and also to collect the tenants rent on your behalf.
- Our Property Manager who conducted the open house will call you and give you feedback about the open house.
- Prospective tenants hand in completed application forms.
- Our Property Manager goes through each application thoroughly and checks all references.
- Our Property Manager will call you and go through each application that our office has received and advise which tenant we would recommend approving for the property.
- Once we have agreed on a successful applicant our office will contact the new tenant.
- A holding deposit will be paid by the tenant
- An ingoing inspection will be conducted of your property, including photographs.
- The tenants sign the lease and pay a minimum of 2 weeks rent in advance and 4 weeks rent for the bond.
- At all times the team will keep you up to date regarding inspections and with feedback, both written, electronic and verbally.

# MARKETING YOUR PROPERTY

[ vol 2.1 ]

Our research has shown that over 95% of people find properties on the internet. At **RED Service** we advertise all available properties through many powerful websites including

- [www.redservice.com.au](http://www.redservice.com.au)
- [www.realestate.com.au](http://www.realestate.com.au)
- [www.domain.com.au](http://www.domain.com.au)
- [www.realestateworld.com.au](http://www.realestateworld.com.au)
- [www.realestateview.com.au](http://www.realestateview.com.au)
- [www.gumtree.com.au](http://www.gumtree.com.au)
- [www.justlisted.com.au](http://www.justlisted.com.au)
- [www.homehound.com.au](http://www.homehound.com.au)



Through internet advertising we have the ability to provide a detailed description of the property and images of the property. The ad also includes a "Google map" to show prospective applicants not only how to find the property but services and schools in the area.

All available properties are also placed on our Rental List which is emailed to prospective tenants and is also available for people who come into the office.

Where necessary the Advertiser and Messenger newspapers can be utilised, however only in consultation with the Landlord.

# OUR TENANT SELECTION PROCESS (TSP)

[ vol 2.2 ]

At **RED SERVICE** we have developed a very strict five steps tenant selection process.

We believe that finding the right tenant is of the utmost importance.

Our office does not just approve any application without this selection process, as we treat your property as if it was our investment property.

We believe that by working hard and checking everything at the beginning of the tenancy will help to reduce any nasty surprises later on. Below is our tenant selection process.



## Five steps Tenant Selection Process

All our staff are very well trained and experienced in the tenant selection process and equipped to see the signs of a potentially defaulting tenant. The checks are the most stringent allowed by the laws under the Privacy and Anti Discrimination Acts.

Once these checks have been completed we will contact you to discuss the applications and to obtain your approval. Once an application has been accepted we will contact the applicants immediately to advise them of their acceptance and request a deposit to be paid within 24 hours.

All tenancy documents will be professionally prepared and executed on your behalf and copies of the Residential Tenancy Agreement; ingoing Inspection Report will be forwarded for your records.

(Once a tenant has been approved, they are required to sign a Residential Tenancy Agreement, promptly and pay at least two weeks rent in advance and four week rent as the bond original report or not.)





# MANAGING YOUR RISKS

[ vol 2.3 ]

It is always good to have your assets protected. In RED Service, we highly recommend that both tenants and landlords have their own insurance to cover your content, building and rental income. We have our professional insurance specialists here be of your service.

## Landlord Insurance:

**RED SERVICE** highly recommends all of our landlords to pay particular attention to ensuring their property is adequately insured. Our In House General Insurance Specialist Team can organize this for you. Ensure you have adequate cover in the following areas:

### Public Liability

### Building Insurance

### Landlord Insurance

- **Loss of Rent**
- **Rent Default**
- **Legal Cost**

It is the Landlord's responsibility to ensure "reasonable security" within their property i.e. key locked windows and deadlocks. You must also ensure that safety issues such as, electrical wiring, plumbing and glass areas are up to Australian Standards. It is the landlord's "Duty of Care" with regards security and safety.

## Tenant Contents Insurance

It is crucial that tenants have their own tenant contents insurance. It is important to note that should their goods be damaged or destroyed by circumstances affecting the owner's property (ie. Fire, storm damage, power outages etc) then their goods and possessions are not insured by the owner. Our general insurance specialist will ensure the tenants are well aware of their obligations and rights when the worst scenario occurs.

# MONTHLY STATEMENTS

## “ ONLINE ACCESS 24/7 ”

[ vol 3.1 ]

Your funds will be deposited directly into a bank account that you nominate every month. Statements can be emailed to you immediately or a hard copy will be posted along with copies of any account paid.

At the end of the financial year you will be supplied with an Income and Expenditure Statement which will help your accountant prepare your tax return.

In **RED Service**, you can even view your statements whenever you want, seven days a week, 24 hours a day by using our “**Online agent**” tools over the internet.

As an additional service, **RED Service** can arrange for accounts to be paid out of your rental funds. These can include, but are not limited to:

- Council rates
- Water rates
- Strata levies
- Insurance policies
- Gardening
- General maintenance / Repairs
- Land tax
- Emergency Services Levy

# PERIODIC INSPECTIONS

[ vol 3.2 ]

At RED Service, a comprehensive Ingoing Condition Report is carried out before the tenant moves in and a detailed vacate inspection is carried out when tenants leave. We conduct up to two tenancy inspections per year from the commencement of tenancy.

We pride ourselves on providing thorough tenancy inspection reports which include details of:

- The general condition of your property;
- The manner in which your tenants are maintaining your investment;
- Any repair reported by the tenant;
- Any visible repairs that needs to be action.

# ZERO TOLERANCE ARREARS POLICY

[ vol 3.3 ]

It is a condition of our Residential Tenancy Agreements that the rent be paid fortnightly in advance. A tenant needs to be 14 days in arrears before we can issue any legal documentation; however, at **RED Service we commence the recovery procedures much sooner.**

**Rent arrears are checked every working day.** If your tenant is in arrears they will be contacted in a number of different ways; by phone, text message and by mail. We continue to contact tenants by these methods right up to the fifteenth day. Then we will issue a 'Notice of Breach' to tenant and they are given up to five days to pay the outstanding amount of rent or vacate the property. This notice will terminate the tenancy and its obligations should the tenant choose to provide vacant possession under the notification period.

When the 'Notice of Breach' is unsuccessful in obtaining payment of outstanding rental income due, we will forward an application to the Residential Tenancies Tribunal and request a hearing. There is a fee charged for these hearings payable to the Tribunal which we will pay on your behalf and debit from your account. At this hearing we will request that the tenant pay all outstanding rents as due and depending on the circumstances of the tenancy and your intentions we can seek vacant possession.

The decision of the sitting member during the Tribunal proceedings is final.

In the unlikely event that your tenant is in rent arrears and the breach is severe enough that we must attend the Tribunal, our office communication policy will ensure that you are informed every step of the way.

## MAINTENANCE & REPAIRS

[ vol 3.4 ]

Tenants are informed when signing of their lease that all maintenance items are to be directed to our office. Our Property Manager will also notify you of any maintenance issues noted during an inspection.

Upon receipt of maintenance / repairs request form tenants regarding your property, we will firstly assess whether the issue is urgent or whether it can wait until the next working day. If the matter is deemed urgent we will attempt to call you to discuss what action to take. Should we be unable to contact you or should the time of day be unreasonable our experienced staff will use their discretion to have the problems rectified.

We ensure that all of the trades persons we regularly use have the **appropriate licenses** and public liability insurance. We also monitor all the accounts from our trades persons to ensure **they stay competitively priced.**

# RENT REVIEWS & LEASE RENEWAL

[ vol 4.1 ]

Most fixed term leases are for a period of **six or twelve months**; the procedure with lease renewals and rent reviews is as follows.

Approximately three months prior to lease expiry our office will contact you by mail or email with our suggestions regarding the lease renewal and rent review. If it is our recommendation that the lease is renewed we would state this in our correspondence and we would also indicate what we consider the “market” rent is for similar properties in the same area. In this correspondence we would then ask you for your instructions regarding the lease renewal and if you wish us to increase the rent at this stage.

When this paperwork is returned to our office the renewal paper work is then sent to your tenant; advising them of the rent increase and the new term of the lease. We ask that the tenant returns this renewal to us at least four weeks before the expiration of the lease. We ask for this four week “gap” before the lease expires in case the tenant has decided not to renew the lease and we need to begin advertising for a new tenant. Once the paperwork is returned by the tenant it is photocopied and copies are sent to both landlord and tenant.

Should it be that we suggest that the tenancy is not renewed, for whatever reason, we generally try to give the tenant four to six week’s notice to enable them to look for alternative accommodation.

**When making our suggestion regarding rent increases to “market” rent. This recommendation is based on two things: firstly our expert knowledge of the current market right across the state; and secondly our research to ascertain the rental amount similar properties have achieved recently in the same area.**

# HANDOVER



[ vol 4.2 ]

Upon receiving notification from your tenant that they will not be renewing their lease we will contact you to seek your instructions regarding the re-letting of your property. Should you wish to re-let your property we will:

- Confirm the end of tenancy in writing
- Commence advertising on the internet and rental list
- Allocate a Final Inspection time and date

Once the Final Inspection has been conducted we will contact you and advise if there are any items that require attention and gain your approval for the Bond to be released.

# OUR FEES

[ vol 5.1 ]

## **Management Fee Includes:**

Collection of rent  
Disbursement of payment to landlord  
Disbursement of account  
Organization of repairs and maintenance  
Control rental arrears  
Rent review every twelve months  
Periodic inspections

**Our fee is 5.5% including GST @ 10% (All management fees are tax deductible)**

## **Promotional fee**

Marketing your property in the most popular web sites including:

- [www.realestate.com.au](http://www.realestate.com.au)
- [www.domain.com.au](http://www.domain.com.au)
- [www.redservice.com.au](http://www.redservice.com.au)

**Our fee is \$55.00 including GST @ 10%**

## **Letting Fee Includes:**

Showing prospective tenants through your property  
Checking application forms  
Conducting ingoing inspection report  
Taking photos of the property to go with the ingoing inspection report  
Lodging rental bond

**Our fee is 2.2 Weeks rent for a 24 month tenancy including GST @ 10%**

**Our fee is 1.1 Weeks rent for a 12 month tenancy including GST @ 10%**

## **Lease Preparation and Renewal Includes:**

Notification and negotiation of lease renewal  
Preparation of all relevant documentation

**Our fee is \$33.00 including GST @ 10%**

## **Periodic inspections**

The periodic inspection will be carried out every 6 months. We will inspect the property to determine any repairs or maintenance issues that need to be rectified.

**There is no charge for inspections**

Administration fee: \$5.50 per month including GST @ 10%

# GUARANTEE

[ vol 5.2 ]

## Why are we different? – 12 Point Guarantee

Exceptional Service – We guarantee it!

Here at REDS we strive for our clients to be over satisfied. This is why we pride ourselves on going the extra distance to ensure you are completely fulfilled with the services we offer. We rely on the long term client relationships & positive word of mouth, so we invest in people with the right quality to manage your assets.

In fact, we are so confident in the quality of our client services, that we will guarantee them. If at any stage, any time, we fail to deliver the standards of service we promise, we will waive your next month property management fees. Our 12 Point Guarantee includes:

1. Available 7 days a week via sms and emails.
2. Guarantee return call within 24 hours
3. Yearly comparable market analysis on the sales price of your asset
4. Monthly itemized statements for your accounting purposes.
5. Extensive tenant selection process (Employment & Real Estate checks)
6. In-house Insurance Specialist Team standby
7. Weekly verbal feedback while property is vacant
8. Weekly Status Report about your vacant property on the market
9. Advice on how to prepare your home for new tenants
10. Two rental reviews a year
11. Two periodic inspections a year
12. Tailored management packages to suit individual needs

Landlord Signature

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Date

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>>> life is **rewarding** ...  
**Because we care!**

Please contact our office on **1300 858 396** or  
email [admin@redservice.com.au](mailto:admin@redservice.com.au)  
Or visit [www.redservice.com.au](http://www.redservice.com.au)

