



LANDLORD INFORMATION PACK



BEST MOVE PROPERTY RENTALS is an Independently Owned & Operated Office that provides a level of service second to none to the property investor, landlord and clients.

We pride ourselves in using the latest technologies and cloud based software to ensure the most accurate management system and data integrity. An **Owner's Portal** is provided which allows transparency of all activities associated with your portfolio.

During our time in Property Management in the Wide Bay region, the most common complaint from perspective landlords is the *"lack of communication"* from other Property Managers during the tenancy of their property. For this reason; BEST MOVE PROPERTY RENTALS BUNDABERG has been determined to make the needs and concerns of our property owners the main focus of our business. We have not lost sight of the fact that *Your Investment Property/s* is one of your most important assets and this should be reflected in the services you receive. We understand that you are entrusting us with your asset.

Overwhelmingly, Property Owners Have Told Us that their Three Main Concerns Are:

- The rent is paid on time
- Good tenants are selected
- That the property is kept in good condition

To Ensure These Most Important Requirements are Satisfied, We Provide the Following:

- Rigorously screen and check the references of prospective tenants
- Monitor rent payments with zero tolerance to rent arrears
- Promptly let vacant properties at the optimum rent and minimize your expenditure
- Supervise all repairs and maintenance items at the very best prices
- Provide you with a six monthly Internal/External Inspection Report
- Comprehensive Entry and Exit reports
- Always give direct, honest advice and feedback

YOU NEED A PROPERTY MANAGER THAT UNDERSTANDS YOUR PORTFOLIO AND UNDERSTANDS WHAT IS IMPORTANT TO YOU.

While we can tell you how we are uniquely positioned to maximise your returns and make being a landlord easy, we believe it is more important that you'll hear how our thorough approach saves our clients time and money and maximises the returns on their investment properties. For us, Best Move Property Rentals is not just our work; it is our life and our passion. Please accept with our compliments this Best Move Property Proposal. It has been designed to accommodate all of your questions relating to the management of your property, ensuring you make a well informed decision.

I WANT OUR PROPERTY MANAGER TO BE THOROUGH AND PROFESSIONAL!

Legal considerations – Best Move Property

- Has an excellent working knowledge of the Residential Tenancies Act and the relevant Acts of Parliament to ensure you are looked after legally, ethically and financially.

Strict tenant selection criteria

- Has T.I.C.A. membership so all prospective tenants are checked according to industry standards.
- Goes above and beyond T.I.C.A. guidelines with a strict tenant selection process based on our pre-set selection criteria. Carries out a 100 point Identity Check before application processing begins.
- Conducts a face to face interview with every tenant before commencement of lease.
- Has access to a large pool of prospective tenants through our database, strong marketing presence in the local newspaper, signage and internet listings.

Fast payment

- Ensures your tenants have no excuse for late rent by giving them a 24 hour automated rental payment system or the option to Direct Transfer from their account to our Trust Fund.
- Fast tracks cleared funds into your account through timely payments by EFT.

Protecting your investment

- Conducts 6 monthly inspections on your property or as otherwise negotiated and sends the reports to you. Arranges all maintenance work and, for specialised work \$500 and over, inspects it upon completion and before payment.
- Is dedicated to ongoing high level management training to ensure the returns on your property are maximised.

Superior systems and communication

- Uses a Cloud based computer program linked to all staff members to ensure up-to-the-minute SECURE data between all team members. All internal systems are audited monthly.
- Issues newsletters with real estate industry updates and BEST MOVE PROPERTY initiatives.

A trusting relationship

Our Property management Team credits their ongoing success to their honest communication, as landlords and tenants alike, want to deal with a managers who are genuine and trustworthy.

I WANT OUR PROPERTY MANAGER TO GIVE ME THE EDGE AT NO EXTRA COST!

"The difference with Best Move Property is that we give more at no extra cost. We are always finding ways to offer more protection for your investment; higher tenancy rates, competitive insurance premiums and smoke alarm compliance management. We are out there giving & getting you more."

Best Move Property deals with only the people who have proven their expertise in IT, Real Estate, Building, Trades, Finance, Law, Insurance and Investment when providing services for your property. Our preferred suppliers understand the high standards we expect. The products and services featured in the paragraphs below are examples of our thorough approach that gives you the edge.

- Minimizes the risks usually associated with property management through our automated software system... unique in its ability to override human error and guaranteeing vital procedures are carried out.
- Keeps computerised diary records of all conversations with you and your tenants. These records help form part of the rental history of your property and have proved priceless in protecting landlords and their investment properties.
- Advertises your property on the internet.
- Reviews the rent, at no extra cost to you, to ensure your returns are maximised.
- We are glad to supply all information required to help make your decision regarding insurance easier

I WANT OUR PROPERTY MANAGER TO MAKE BEING A LANDLORD EASY!

Best Move Property makes it easy

- By acting as the central point of contact between you and your tenant. Giving you the peace of mind of never having to deal with your tenant directly!
- By using our automated software system to guarantee you quality assurance on the management of your property.
- By emailing you. Whether you live locally, interstate or overseas email makes it easy and provides a wonderful record of communication. Even statements can be emailed to you! Your manager will answer your emails within 24 hours and usually much sooner than that. Phone calls will also be answered within 24 hours and usually much sooner.
- By managing your paperwork at no cost to you. For example, the paperwork necessary for the payment of rates, body corporate levies, insurance premiums, landlord insurance and work carried out under warranty is all done at no cost to you.
- By liaising with your accountant, if requested, regarding your end of financial year figures, at no cost to you.

I WANT OUR PROPERTY MANAGER TO GIVE ME THE HIGHEST RATE OF TENANCY POSSIBLE!

Best Move Property

- Draws upon a large pool of prospective tenants. We have a database of qualified prospective tenants ready to rent properties. On top of this, www.realestate.com.au has hundreds of hits daily from potential tenants nationally and internationally and is linked to our web site www.bestmoveproperty.com.au plus Best Move Property is a Platinum Member which means your property gets priority and more access to tenants.
- Has strong marketing presence via realestate.com.au, local newspaper advertising, regular emails & newsletters all complimented by our distinct signage.
- Uses strict pre-set selection criteria. We consider selecting quality tenants to be one of the most important duties of our industry. It includes checking prospective tenants' employment and stated income and getting references from their previous rental agents.
- Carries out face to face interviews, checks references and screens all tenant applications through the Tenancy Information Centre of Australia at no cost to you.
- Gives you the final selection by presenting you with their research, recommendations and all tenancy applications.
- Sets your property's rent by using comparative market analysis of properties within the area.
- Reviews tenancy agreements two months prior to their expiry date. The rent is also reviewed and increased if your manager believes it is obtainable. The renewal is then offered to the tenant unless otherwise instructed by you.
- Treats your tenants with courtesy and respect as the better the relationship we build with your tenants the better your financial returns.

I WANT OUR PROPERTY MANAGER TO LOOK AFTER OUR PROPERTY!

Best Move Property

- Conducts a full and detailed inspection of your property complete with a written report supported by photographs, prior to your tenant moving in. (Photos taken can be up to 500) A copy of the report is given to your tenant to check, sign and return to us. This is the agreed condition of your property and is kept safely in our files until required again at the end of the lease. A copy of the tenancy agreement and detailed inspection report with photos is also sent to you for your records.

Sets the standard upfront

Your new tenant receives a well organised and attractive Welcome Kit outlining all our routine procedures. It includes a list of "do's" and "don'ts" for tenants and a Vacate Inspection Guide, together with local community information and vouchers from local businesses. This kit sets the standard for your tenant in a welcoming yet very professional way.

- Carries out inspections of your property every 6 months for the duration of the tenancy complete with reports sent to you by mail, email or fax.
- Advises you of any repairs needed and the manner in which your tenant is caring for your property. If your Property Manager is unhappy with the tenant's care of your property, they send them a letter with a Notice to Remedy Breach and re-inspect in one month. All inspections are reported to you.
- Uses only our trusted tradespeople, who are fully licensed and insured, to carry out maintenance work once you have given your approval. Most have worked for us for a long time and understand the high standards we expect.
- Requests repair work from our tradespeople by written job orders containing specific instructions about the repairs authorised, limits of cost and property access instructions. Only work that has been properly authorised is paid for. A permanent record of these instructions remains in our computer system.
- Supplies an emergency repairer's contact number to your tenant as required by law. No work will be conducted without approval from your Property Manager.
- Follows up reports from our tradespeople who tell us if they see anything unusual when working on your property.



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I WANT OUR PROPERTY MANAGER TO HAVE COMPETITIVE FEES!

Best Move Property

- Has competitive fees yet, as you can see from the list below, gives much more added value than the average Property Manager.
- Ensures you can easily calculate your expected cash flow by having no "add on" fees.
- A schedule of fees can be sent to you at your request. All fees are tax deductible.
- Sends your payments on a bimonthly or monthly basis into your nominated bank account.

You receive a statement at the end of each month. Copies of accounts are provided with your statement. An end of financial year summary statement is designed to complement your taxation records. Rates, body corporate and insurance premiums can be paid from your property income - at no cost to you

I WANT OUR PROPERTY MANAGER TO FIND ME THE BEST VALUE INSURANCE POSSIBLE!

Best Move Property

- Explains why insurance for landlords is more important now than ever before. In fact, we regard insurance so highly that it is our policy not to manage a property on your behalf without insurance. This leaves only one decision for you. Who provides the best value insurance?

We can provide you with all necessary details for making this decision.

- Are only too happy to make the arrangements for payment of the insurance policy and monitor renewals after authorization from yourself.
- Look after all claims that may need to be made during the course of a tenancy. BEST MOVE PROPERTY has had years of experience in the area of insurance claims. As a result of this we cannot recommend this option to landlords more highly. Our procedures are designed to minimize the risk to investors but the odds of not insuring your property are a dangerous gamble. When it comes to your retirement fund, don't take chances. Speak to your Property Manager about your insurance options.

I WANT OUR PROPERTY MANAGER TO MAKE SURE I AVOID COMMON PITFALLS!

"Best Move Property takes the approach that prevention is better than the cure. Their program incorporates a host of automated steps to prevent the usual tenancy problems. I can sleep at night knowing they have a far more vigilant program in place than I'd get from any other Property Manager." *Carol*

Best Move Property **Vigilant With Arrears.**

Here is our procedure for arrears control.

1. Rent arrears are checked on a daily basis.
2. A letter is sent and a phone call is made to a tenant in arrears.
3. If required, a Notice to Remedy Breach is sent to the tenant by your Property Manager, followed by a notice to leave if the breach is not remedied.
4. Eviction procedure is commenced if necessary. This is kept to a minimum because of our daily checking.
5. Eviction occurs after consultation with you the owner in relation to tenants, Rental Arrears or any other breaks of the Tenancy Agreement.

**The following form our arrears management procedure at Best Move Property:
(The tenant signs our arrears management procedure)**

2 days in arrears – Reminder Phone Call or sms message

5 days in arrears – Reminder letter and follow-up phone call or sms message

7-8 days in arrears – Notice to Remedy issued (7 days to remedy breach)

14-15 days in arrears – Notice to Leave issued (7 days' notice to vacate)

Have strict KPI's and targets for all our team at Best Move Property so as to monitor each of the following areas of property management:

- Arrears
- Keys
- Accounts
- Courts
- Inspections
- Files
- Communication
- Vacancies
- Insurance
- Bonds

Have senior staff to monitor and over see any potential areas of concern so as to minimize any disruptions to your tenants and your income.

WHAT'S IMPORTANT TO YOU!

Certain aspects will be more important to you than others. Below is a list of what our clients tell us is most important to them. The following ten points keep coming up time and time again.

We Want Our Property Manager to:

- be thorough and professional
- give me the edge at no extra cost
- make being a landlord easy
- give me the highest rate of tenancy possible
- look after our property
- have competitive fees
- find me the best value insurance possible
- make sure I avoid common pitfalls
- answer any concerns that may occur
- do such a great job, I happily recommend them

This list is continually growing. If there are other aspects that are important to you, you'll see there is space on the bottom of this page for you to jot them down so we can discuss them.

Notes

With 100% commitment to you and at competitive market rates you now have a Best Move Property Manager!

Best Move Property Rentals and Sales PTY LTD



RENTAL & SALES

ASSET MANAGEMENT DIVISION

OFFICE HOURS

Our team endeavour to have someone available for you to speak to 7 days a week, in case of emergency.

Our office operates during the following hours:

MONDAY - FRIDAY 9.00 AM – 5.30 PM

SATURDAY 9.00 AM – 12.00PM

Sunday CLOSED

In the case of an emergency, please contact the emergency contact number listed on your tenancy agreement.

rentals@bestmoveproperty.com.au

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