



# LANDLORDS AND FUTURE INVESTORS



# COMPANY PROFILE

*Elders Real Estate, Whittlesea commenced business at Shop 1/75 Church Street in November, 1998. The staff at the office have long associations with the local and surrounding areas and can assist you with all aspects of Real Estate from Leasing and Managing property to the Sale of all Real Estate, House and Land packages and Vacant Land in the Local Estates. Auctioneer Ed Ermanis can also assist with clearance sales or the sale of property by Public Auction.*

*Elders Whittlesea and their staff are the longest serving Agent in Whittlesea with the knowledge and expertise to assist in all facets of Real Estate.*

*Renowned for continued commitment, passion and stability towards people, clients and customers, Elders Whittlesea meet the needs of our landlords and tenants. Our approach, commitment and determination ensures that you maximize your return and minimize any risks that you may face in the Real Estate industry.*



# MARKETING TECHNIQUES

*The following services will assist in the marketing of your property:*

- *Internet advertising*
- *Internal photographs on the internet are optional*
- *Up-to-date “rental List” - available to prospective tenants from our office*
- *Enquiries from our website via email and telephone on a daily basis.*
- *Our marketing techniques will provide you with optimum choice and exposure to secure the best tenants.*

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# OUR SERVICES

## **Maintenance**

We use only qualified, licensed and experienced tradespeople who provide prompt service and offer competitive pricing for maintenance work that may be required at your property.

## **Landlord Protection Insurance**

All property owners should have insurance to cover building and contents, as well as rental loss and malicious damage. In the event of a tenant defaulting with their rental payment or causing damage to your property, it is imperative to have the appropriate insurance. Tenant's life circumstances can change and consequently affect their financial situation (e.g. loss of employment). Landlord insurance can help recover any loss of rent.

## **Routine Inspections**

Routine inspections are conducted three months after a new tenant has commenced their lease and every six months thereafter to check that the property is being kept in a reasonable condition. The property manager will provide a written report after each inspection, including photographs of the inside and outside of the property.

## **Rent Reviews and Lease Renewals**

It is important that the rental of your property is kept in line with the current rental market. Rent reviews are performed at the expiry of each lease. The property manager will always seek your instructions regarding any lease renewals and offer advice on current market conditions.

## **Tribunal Hearings**

When necessary, we will prepare, lodge and present applications to the residential Tenancies Tribunal. We will attend and hearing on your behalf.



# OUR SERVICES

## **Rental Arrears**

Prompt action is taken to ensure that the rent is paid when it is due. Tenants receive phone calls, SMS reminders and letters should their rent fall into arrears. Following the Residential Tenancies Act 1995, the regulated procedure is followed to bring a tenant's rental payments back into line.

## **Payment of Accounts**

So that we can manage your property with minimal effort on your part, rates and other accounts can be paid from the rent received on your behalf into our trust account. These accounts include; water rates, council rates, landlord insurance and maintenance accounts.

## **Electronic Payment to You**

Funds due to you are transferred into your nominated bank account as soon as it is received into our office. A statement is provided showing all transactions associated with your property including copies of all accounts paid.

## **End of Financial Year Statements**

Our computer system and associated resources are the best on offer. This enables us to provide you with clear and comprehensive financial reports of monies received and paid on your behalf.

## **Individual and Personalised Professional Service**

We are committed to keeping you informed of all activities associated with your property providing you with ongoing, personalised service.



# OUR SERVICES

## **Locating and Securing a Tenant**

Our marketing aims at exposing your property to the widest audience. Following initial enquiries, appointments are made to meet the prospective tenants at the property. Interested parties are requested to complete an application form. This form includes details for their previous rental history, employment details, name of next of kin and business and personal references. Each application is processed thoroughly to ensure that we have a complete background about the applicant for you to make a decision about the preferred tenant.

After confirming the tenancy verbally with the tenant, we require a deposit of rent be paid as surety. Prior to the tenant moving into the property, a “sign up appointment” is conducted where all required documentation is given to the tenant, including the initial property condition report and other documentation as required under the *Residential Tenancy Act 1995*. The tenants are required to return the condition report with their comments within 3 days.

Tenants pay a security bond equal to one calendar months’ rent. A higher payment can be requested for exclusive properties.

A copy of the Residential Tenancy Agreement and subsequent extensions to the lease will be provided for your records.

## **Vacating Tenants**

A final inspection is conducted at the time the tenant vacates the property and an outgoing inspection is done. The condition of the property is recorded at that time and then compared with the original in-going condition report so that the security bond can be processed for release and/or a claim made.



# SMOKE DETECTORS

PLEASE CAREFULLY READ THE FOLLOWING INFORMATION REGARDING COMPLUSORY INSTALLATION OF SMOKE DETECTORS

Smoke alarms are compulsory in every home.

Since 1 August 1997, Victorian law states that smoke alarms (complying with Australian standards AS 3786) must be installed in all homes, units, flats and townhouses. It is the legal responsibility of all owners and landlords to install working smoke alarms.

Residential homes constructed before 1st August 1997 need only 9 volt battery powered smoke alarms installed. Residential homes constructed after 1st August 1997 must have smoke alarms connected to 240 volt mains power. In addition a backup battery must be installed in the smoke alarm.

All fire services in Australia recommend photo-electric smoke alarms when installing or replacing existing smoke alarms. Smoke alarms need to be maintained in accordance with the manufacturers specifications.

All smoke alarms:

- Must contain a battery
- Need to be tested regularly
- Need to be replaced after 10 years
- Locating a smoke alarm

To ensure that all properties managed by our company comply with the legislation, we have licensed electrician who are able to install smoke detectors at a competitive rate.

At the time of signing the Residential Tenancy Agreement with the tenant, we explain the importance of ensuring that smoke detectors and batteries are in working order. We also explain that the batteries are to be in working order at all times and they are required to notify us if they are aware they are not.

