



REAL ESTATE

WOOMBYE and PALMWOODS

**LANDLORD
INFORMATION BOOKLET**



"We've got the Sunshine Coast and Brisbane covered"



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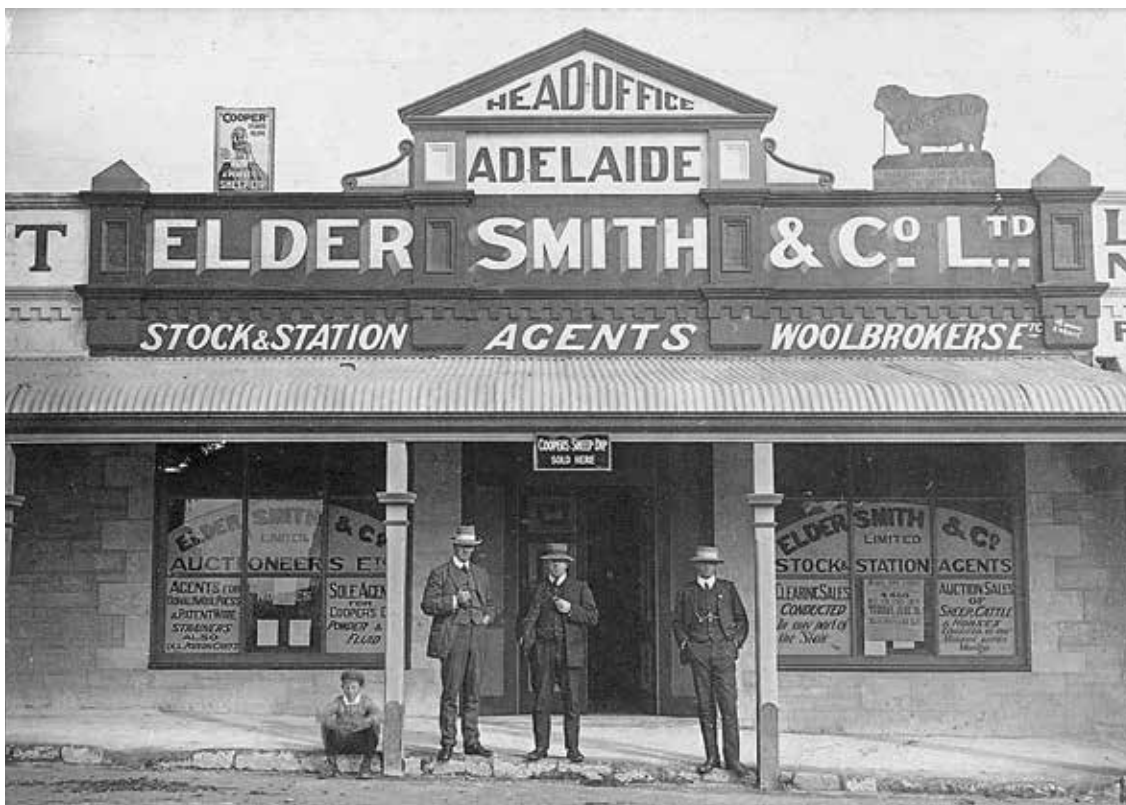
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WHY ELDERS REAL ESTATE?

Since 1839, Elders has been an integral part of the Australian rural landscape. The well recognised and respected brand offers services across a wide range of fields in the rural and livestock sector, Insurance, Financial services and Real Estate. The Elders Real Estate office network has grown to over 320 offices operating in all capital cities, major regional and rural centres across the country.

As a large and established franchise, Elders has the united strength to offer you a truly above average service. Owning investment property can be a lucrative way to supplement your income whilst providing accommodation for tenants across Australia. However sometimes the commitment can be larger than people imagine, leading to inattentiveness and the chance of wasted potential in the long term. However the solution to the problem is to employ the service of your local Elders Real Estate Property Management team. We can then discuss the management of your property portfolio and assist in maximising your return in both the short and long term.

Our Property Managers are experienced professionals in the industry – receiving extensive training on a regular basis to ensure we are constantly updated on industry changes and best practice standards. We are committed to looking after your best interests and also maintaining a harmonious working relationship with the tenant, so they in turn respect and care for your property.





ABOUT US HERE AT ELDERS PALMWOODS AND WOOMBYE

Principal Mike Burns has owned our Elders Palmwoods office and been part of the Sunshine Coast and Hinterland landscape and culture for many years. Mike purchased the Woombye office to join forces with Palmwoods and rebranded it as Elders Real Estate also. It had previously been known as Woombye Real Estate. Both offices now work closely together to offer Landlords a greater and stronger service. Our aim here at Elders is not to necessarily have the largest rent roll, but to offer a boutique agency feel with a focus on service.

We look after all areas of the Sunshine Coast from North Arm and Yandina, out to Montville, across to Bli Bli, Buderim and Maroochydore and South to Glasshouse Mountains. Both agencies cover large and small rural properties, units and apartments along with all types of residential houses and some commercial properties.





Our Woombye office also has an established property portfolio in Brisbane. “Why rent a Brisbane property with an agency on the Sunshine Coast” I hear you ask? Through connections and recommendations, we have been able to establish a quality portfolio in the Brisbane area. These days with the tools of Internet advertising, mobile phones and email, the location of the office is almost irrespective. However outstanding service is hard to come by and often worth “looking outside the box for”. Candice is the primary Property Manager for our Brisbane properties and spends 1 to 2 days a week in the Brisbane area servicing these properties as required. We also have an Agent Representative based permanently in Brisbane for any unplanned emergencies. As a Landlord with a Brisbane property, you can still expect the same guarantee of service as those of you on the Sunshine Coast.

We have a dedicated Sales and Administration team that also support and work closely with the Property Management team.

Our aim is to find you the best possible tenant and to have your property vacant for the shortest possible time. “Happy Landlords and Happy Tenants!”

“We are committed to looking after your best interests”



WHAT SERVICE CAN YOU EXPECT FROM US?

- The first step is to have our Property Managers conduct a rental appraisal. This is done by taking into account the features of the property and the current rental market, to advise you of the best possible rental return. From our past experience, we can also suggest improvements you can consider making which may increase your rental return and assist in ensuring you attract a quality tenant.
- Photos will then be taken and the property will be listed on the Internet for rent and also on our office rent list. We advertise on over 10 different websites including the most popular domain.com and realestate.com. We can also put a For Rent sign up at the property. There is no charge for these services, with all being included in the Letting Fee.
- Open for Inspections are held, usually 1 to 2 a week where possible. (We find only 1 or 2 inspections are usually required to generate plenty of interest and applications to consider). Most properties are rented within four weeks of being listed for rent on the internet. We understand that for every day your property is vacant, it is money out of your pocket.
- Application processing is one of the most important factors in the rental process. We conduct extensive screening through employment and character references, previous rental or sales history and checking the tenant history database. This ensures the tenant applications we recommend to you are of the highest calibre. You can be involved as much or as little as you like in this process. We understand that renting a property, particularly for the first time, can be a daunting process. You have the final say.
- Prior to tenants moving into the property we complete a detailed Entry Condition Report. We also take numerous photos of the property to document its condition (often hundreds)
- The water meter is read prior to tenants moving in and again when they vacate. We are able to explain your options to you in regards to water charging.
- We carry out regular routine inspections of the property (up to 4 per year). You will receive a professional report detailing the condition of the property along with any areas of concern or maintenance required, along with a number of photos. Landlords are welcome to attend inspections, however we do become your eyes and ears at this time.
- We have a strict rent arrears policy which is attended to daily and have an excellent track record in regards to this.
- We report any maintenance issues and recommendations to you for your instruction and approval where possible (unless otherwise directed in writing). We are able to organise any maintenance at the property from start to finish using reputable, yet cost effective companies and any companies you prefer – that meet legislative requirements. A property that is well maintained is appealing to tenants and also assists in achieving continual occupancy and maximum rental return. Neglect of minor repairs can lead to major expenditure down the track and potentially the loss of a good tenant in the meantime. Conducting ongoing maintenance as required will also assist in ensuring your property retains its maximum value for both the sales and rental market.

- Lease Renewals are addressed approximately 2 ½ months prior to the existing lease expiring. When recommending a 6 or 12 month lease renewal and rent review, we take into consideration the quality of the tenant (based on previous inspections and rental payment record), the current rental market and also your circumstances. There are pros and cons with both 6 or 12 month leases or periodic leases. We can discuss these options with you.
- When a tenant notifies us they are vacating, we seek your instruction as to whether to relist the property for rent or if you have alternative plans. We always endeavour to list the property for rent a few weeks before it is due to come available, to hopefully minimise your vacancy time. We work in with the tenants to conduct open for inspections and show the property to prospective tenants. When the tenant has vacated and returned all keys, we will conduct the Exit Inspection. When doing this, we take into consideration the Entry Condition Report and all photos taken when the tenant moved in, to ensure the property has no new damage or excessive wear and tear evident and that it has been left in a satisfactory condition. Landlords are welcome to attend the Exit Inspection as it presents an excellent opportunity to discuss how the property is going and if any minor or major maintenance is required or to be budgeted for.
- Landlords have the option to receive rent payments monthly or bi-monthly along with your statements.
- We also have a monthly newsletter which keeps you up to date with the current rental market, industry changes and useful information.
- We are able to recommend services that allow you to obtain the maximum return from your rental property. Such as tax depreciation reports, selective renovations and improvements etc.
- You will receive copies of all Lease paperwork and important documentation for your records in a timely manner.
- We understand that communication is paramount. We are only ever a phone call or email away and we strive to keep you informed at all times.
- We regularly attend training seminars through Elders, REIQ, RTA and other recognised organisations that we are affiliated with. This ensures we are kept up to date with constantly changing laws and regulations and we can pass this information on to you.
- We will keep you up to date with market conditions and the sale value of your property so you are aware of how your property is performing, should you choose to utilise your equity.



PREPARING YOUR PROPERTY FOR RENT

Landlord Insurance - Is highly recommended. We have a number of brochures from companies who offer this service.

Smoke Alarms and Safety Switches- It is compulsory for all rental properties to have a safety switch and an operational smoke alarm/s. We work with a number of companies who provide these services. The prices and inclusions vary dependent on the amount of work required. These companies service and certify your property as being compliant. (They clean and test the alarm with specialised equipment, ensure smoke alarms are positioned correctly and are within their expiry dates. Smoke alarms are required to be serviced before a new tenant moves in and also when an existing lease is renewed).

Blinds Compliance- Legislation now states that all new blinds installed after 2012 must meet regulations. It is best practice in regards to risk minimisation to also make all blinds older than this date, compliant also. This can be done by installing blind cord retainers and warning labels on all loose blind / curtain cords.

Pool Safety Certificate – All properties with pools are required to have the pool fence certified for compliance. This certificate is then valid for 2 years.



Preparing for your tenants;

- Paint work both in and outside the house must present well.
- Lawn and gardens should be neat and tidy and at the standard you would like them kept.
- Floor coverings should be in good condition with no excessive fraying or tears.
- Window coverings must present well and allow privacy.
- All appliances should be in good, clean, working order.
- Ensure that fences and gates are in good condition.
- All locks must be in working order and keys provided to the Property Manager. (the number required depends on the number of tenants on the lease).
- Prepare an inventory of any furniture / other items to be left at the property.

“A property provided to a tenant in good condition will assist in ensuring that it is left in a similar order at the end of the tenancy”

Finalising Arrangements;

- Finalise the Management Agreement, forwarding addresses etc.
- Arrange / amend insurance cover.
- Inventory to Property Manager.
- Appliance Booklets to Property Manager (Also advise of any Termite Barriers / Pest Control in place).
- Disconnect power (not applicable for some homes with solar panels)
- Disconnect phone.
- Arrange for professional cleaning, carpet cleaning and pest control.





OTHER ELDERS REAL ESTATE SERVICES

Alongside our Property Management Service, our offices are also able to offer;

RESIDENTIAL AND COMMERCIAL SALES

Our sales team are dedicated, enthusiastic and driven. We have a well established profile in the area with a large potential buyer database at our fingertips. We are able to have one of our team make contact to discuss our service and recommendations and provide a market appraisal. This can easily be done whilst a property is tenanted as the Property Management and Sales teams work closely together to ensure the Tenants are well looked after and fully aware of the process.

Please call 07 5442 1855 for our Woombye office

Please call 07 5478 9122 for our Palmwoods office



INSURANCE

Elders Insurance can look after all your needs from building and contents insurance, Landlords Insurance and even Motor Insurance. In the unfortunate event that a claim needs to be made, we will be able to handle some factors of the claim on your behalf, making the whole process much easier for you. Our Insurance Agent representative can be contacted on;

Please call 07 5458 6700 for our Sunshine Coast Insurance Agent representative.



FINANCIAL SERVICES

We also work closely with a number of Financial Advisors who can assist you with purchasing your first or subsequent properties, refinancing or Financial Planning. Please contact our office for our recommended contact to best suit your needs.

Please call 07 5442 1855 for our Woombye office

Please call 07 5478 9122 for our Palmwoods office

AUCTIONING

Our Principal and Licensee Mike Burns is also a Licensed Auctioneer. He has a very active role on the Sunshine Coast and in Brisbane, not only Auctioning Properties but also acting at Charity events and private Chattel Auctions.

Please call 0418 991 702 or 07 5478 9122 to reach Mike.





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