Property Management Service Standard

**Marketing:**

* A ‘for lease’ sign will be erected if agreed, and approved by Owner’s Corporation in the case of strata management
* Internet listings on [colemanestateagents.com.au](http://www.colemanestateagents.com.au), realestste.com.au, rent.com.au, onthehouse.com.au, realmed.cct.com.au, realretail.com.au, realdevelopmentsites.com.au and domain.com.au
* Window street front display on plasma screening in the heart of Noraville
* In office rental listing sheet
* Extensive Prospective Tenancy Database
* Weekly Newsletters issued to cliental database with new listings

**Leasing:**

* Open For Inspection & Weekly Reports issued to Landlords with update of interest on property
* Open Inspections from Monday to Saturdays with representative from Agency
* Extensive Application Checks with 100 point identification check and TICA database search
* Landlords final say on who is approved for their property
* Full ingoing written report conducted and photographs taken prior to commencement of tenancy
* Extensive sign up with tenant with full lease reading of tenants responsibility and legislation
* Documentation of Residential Tenancy Agreement and Ingoing report sent to Landlord for records

**Inspections:**

* Regular routine inspections conducted and a detailed summary along with photographs and recommended rent and lease reviews provided to the Landlord
* Landlord invitations to attend routine inspections can be sent on request
* Regular periodic drive-by inspections conducted on properties

**Financial:**

* End Of Month payments processed on the last working day of the month with statement supplied
* Additional Mid-Month Payment offered free of charge for Landlords on 15th of the month
* Zero Tolerance of Rental Arrears, continual daily contact with tenants if in breach
* Organising of Rates and water invoices to be paid direct to council
* Collection of Tenant Water Usage Accounts free of charge
* End Of Financial Summary Report sent to Landlords on 30th June annually free of charge

**Repairs & Maintenance:**

* Landlords will be contacted for instructions on repairs & maintenance
* When emergency repairs are required to be completed we will always act in your best interests
* Organising repairs & maintenance free of charge
* Invoice payments can be made from rental trust direct to creditor
* Invoices will be forwarded to Landlord for payment should there be insufficient funds

**General:**

* You will be promptly informed of any matter that relates to your property
* Selection of correspondence from post to text to email
* 24hours, 7days a week access to online Landlord Portal showing up to date statements, invoices, tenancy status, tenant paid to dates, outstanding or ongoing maintenance
* Members of the REI ‘Real Estate Institute’ & API ‘Australian Property Institute’