Cover page

***Introduction***

*Rent Revolution was founded on the belief that investment property management should deliver results that go beyond our client’s expectations.*

*Rent Revolution is building a reputation by excelling in every aspect of the property management process, bringing innovation, confidence, and creativeness with an unparalleled commitment to excellence, these values echo in all aspects of Rent Revolution.*

**Meeting me – introduction to staff?? Principal/director**

*Eiles is an industry expert with a history of excellence in property management, with over 12 years experience and a track record of success.*

*Eiles approaches her career with intensity, originality and enthusiasm.*

*Her forward-thinking, innovative attitude offers clients a professional, efficient and a friendly management experience.*

importance of a property manager??? / why choose us?

**Why choose us?**

* *Deal directly with the Principal of the Business at all times*
* *Get your rent paid to you weekly – every Friday!*
* *We use the industry leading property management software*
* *Online Owners portal, including - current financial status of your property with a detailed graph, photos and tenancy details*
* *We will strive to maximise your income and optimise capital growth opportunities*
* *We lease properties quicker than most agencies - for more detailed information, see page…….*
* *For your financial benefit, we read the meter at the beginning, during each routine inspection and when the tenant vacates, so that your water rate is paid in advance and not when the rates are due, which can be up to 6 months behind.*
* *We offer a  free professional photography service*
* *Rent reviews at each lease expiry and we provide you  with comprehensive Current Market Analysis*
* *We are a local agency and conduct regular ‘’drive-bys’*
* *We understand that communication is the key to our relationship with you and whether it is ‘good’ news or ‘bad’ news, we won’t keep it from you. We also keep you updated with progress and activity reports, relating to your Property and Tenants. Direct email access to your Property Manager is a quick and efficient option available to you.****SERVICE GUARANTEE -****We guarantee our service in writing, listing all obligations that we will fulfil during our term of appointment with any Client. If we do not fulfil these obligations, you may cancel our Agreement at any time*

**MARKETING**

*Marketing is about building greater value, perception and desire that will attract more people to your property and have it tenanted quicker. The tenant’s decision is based on desire and lifestyle, areas that we use to leverage appeal and creates more enquiry, applications and better returns. The greater the number of applicants - the greater the choice of tenants.*

*It is no longer enough to simply say your property will be on  the web. A strategic online marketing campaign will ensure your property is found easily, stands out from the rest and tenants stay looking at your property for longer.Happy snaps are not good enough. First impressions are vital and need to attract the attention of the potential tenant. When professional photography is used over an agent taking the photographs, enquiries increase substantially.*

**LEASING***We have studied the market and noticed the peak rental seasons of each year and will coincide your lease expiry dates to fall in this season to ensure your property is leased faster.We respond to ALL prospective tenant enquiries on the same day we receive them, regardless of the method of enquiry. Prospective tenants are taken to your property sooner, we don’t give the tenant time to lose interest, we make a viewing time with the tenant straight away and try and get them through as soon they are able. Generally people that have a job, and work, make good tenants, therefore, we understand showing properties during business hours is not always practical, we will show your property after hours!*

**Careful Tenant Selection***Our job is to find the best possible Tenant for your Property in the quickest possible time. Our detailed screening process aims to establish that Tenants can meet the responsibilities of the  Tenancy Agreement.Tenant selection is in accordance with laws covering Discrimination and Residential Tenancies and Privacy.  We keep you informed of applications, so you can take part in the selection process.*

**Commencement of the tenancy**

Tenants must pay two weeks rent within 24 hours of us notifying them their application has been approved. Until that payment's made we'll continue marketing the property and accepting applications.

Tenants then pay their bond and sign their comprehensive tenancy agreement. We provide the tenants with a detailed welcome pack including photographic entry condition report, photocopy of keys and remote controls. The bond is then sent to the Residential Tenancy Authority to hold in trust until the end of the tenancy.

**During a tenancy**

**Inspections**

Routine Inspections  are conducted every 4 months and you will be provided with a photographic inspection report. The purpose of the inspections are two-fold:

Firstly to bring to your attention any immediate maintenance needs and secondly, to inform you of any preventative maintenance or refurbishment that may be beneficial. Owners can then forecast and budget accordingly, for any upgrading work suggested in the report.

We award a tenant of the month to the most immaculate property found during inspections. We also leave a small token of our appreciation for all properties deemed ‘immaculate’ during our routine inspections. For children who keep their bedrooms neat and tidy we also provide them with a certificate.

Random Drive-By Inspections, our property managers are always in the area. Frequent  drive-by spot checks are important as they can often identify if the property exterior is being maintained or not. If the yard is not being well maintained, immediate action will be taken to have the issue rectified.

**Maintenance**

Maintenance matters are carried out in accordance with your instructions throughout the tenancy.  We only engage tradespeople who meet our office’s high standard.  They must be licensed and they must have public liability insurance cover to protect you and your investment.

All maintenance work carried out on your property is guaranteed.  If at any time we are not satisfied with the quality of the workmanship we will instruct the tradesperson to rectify the problem immediately.

The neglect of minor repairs will always lead to major (and more costly) repairs at a later date.  At its worst, poor maintenance can cause a good tenant to leave.  Our tradespeople ensure that problems are rectified quickly at a competitive price.

**Rent Reviews**

We consistently monitor the rental pricing market and review the rental prior to the expiration of renewal of an Agreement.This allows us to apply increases in line with the current market ensuring that the yield from your property does not fall behind its potential.We want to ensure that you achieve the highest return possible on your property investment.We will contact you on these occasions to present the options available and make a recommendation that is best for you and your property.

**Vacating Tenants & Final Inspection**

When a tenant does give notice of their intention to vacate, you will immediately be notified and the re-letting process will commence**.** A new rental figure will be set in line with the current market and Open House times will be organised. These Open Houses allow us to show prospective tenants through your property prior to the old tenant vacating. We aim to minimise your vacancy, and ultimately reduce your reletting costs.

Once the tenant has vacated a final inspection is carried out using the initial commencement inspection report as a basis. Any cleaning or repairs are arranged and you are fully apprised of the findings before the bond is released. If you prefer e will hold the bond until you too have inspected the property and approved its condition.

**Landlord protection insurance**

Insurance is a safety net, and it is always good to have a contingency plan for when unexpected events happen.

While the majority of tenants take good care of rental properties, there are always exceptions to the rule. This is why landlords need to have the right insurance cover should they find themselves in a situation of dispute.

The truth is many landlords don’t realise that their standard home and contents insurance policies don’t usually protect against malicious or intentional damage by tenants or the failure to pay rent. This is where landlord insurance comes in handy.

A landlord insurance policy covers the following:

• Malicious or intentional damage to the property by a tenant or their guests

• Theft by the tenant or their guests

• Loss of rental income if the tenant defaults on their payments

• Liability, including any claims against you by the tenant, and

• Costs involved in taking legal action against a renter.

When shopping around for landlord insurance, the best policies on the market allow NIL excess and for 15 weeks’ loss of rent and cover any legal expenses relating to personal injuries to tenants or malicious damage done to an investment property. In addition, some policies will also cover contents that could be damaged or stolen – this is particularly important if your investment is partly or fully furnished.

Terri Scheer is Australia’s leading Landlord Insurance Insurance specialist. Where most other insurers include landlord insurance as an add-on product, Landlord Insurance is all that Terri Scheer do. For more information visit [www.terrischeer.com.au](http://www.terrischeer.com.au/) or phone 1800 804 016. Rent Revolution can also set up a policy for you.

**Depreciation**

**Save thousands of dollars on your investment property with a tax Depreciation Schedule**

Properties that generate income for the owner are eligible for significant taxation deductions.Property depreciation is the gradual wear and tear to a building and its fixtures and fittings over time. The Australian Tax Office (ATO) recognises this deduction and allows owners of income producing properties to claim this depreciation each financial year by using a tax depreciation schedule.

A tax depreciation schedule can help make your first or next investment property a more affordable and attractive option, helping you to build your wealth through property.

Rent Revolution  is committed to helping all of our clients to achieve their investing goals, Maximising cash returns for property investors.

**Newly constructed properties ?????**

If you require assistance in organising finishing touches for your new property such as window treatments, clothesline, TV antenna etc which may not be included in your building contract we are happy to assist.

We are also happy to liaise with your builders and complete the handover on your behalf. Once we receive the builders pack, with warranties manuals etc, we keep this in our office and activate all warranties with applicable companies too

The telephone lines to your investment property will be laid into the trenches during the building process however the connection into the property is not made until the first occupant organises a phone connection. Once this has been done, the first resident will be invoiced this additional connection fee of $299. This however is an owner cost which will need to be reimbursed to the tenant. Please note this is a one off cost

**Testimonials**

**Final page?**