



House 2 Home Real Estate Group Established 2008

# PROPERTY MANAGEMENT

## Information for Property Investors



### **HOUSE 2 HOME REAL ESTATE**

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ORMEAU QLD 4208

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### **JACOBS WELL DISTRICT REALTY**

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JACOBS WELL QLD 4208

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# Company Overview

## *A word from the Principal, Naideen Brown....*

*"The House 2 Home Real Estate Group is well known throughout the area as 'best practice' real estate agencies offering quality services in sales and property management.*

*Our offices have built a reputation of providing outstanding service.*

*Community and Industry involvement is important to us, as are ethics and old fashioned values.*

*Our dedicated team members are personally involved in many local community organizations, including the annual Ormeau Fair, Lions Club, School Chaplaincy, Think Pink fundraising night, local school P & F Committees and local sporting groups."*

We are the leading offices in your area. We make no secret that we're not the cheapest in town, but we are proud to say that we are simply the best with our quality control systems, high professional standards and ethical values.

After all, we have been getting it right for many years.

The House 2 Home Real Estate Group are independent, boutique agencies located in the heart of Ormeau and Jacobs Well. Our Ormeau office has been operating since 2008 and Jacobs Well office since approx. 2000. Our agencies are based on our own principles of service and communication.

Don't go to competitors who won't make your property their first priority. We are an independent agency with a ratio of one agent per 100 - 120 properties – well below the industry average.

If you are considering investing in property our team has a combined experience of more 50 years. Our experienced and active team members are available to discuss your needs in any facet of real estate.

The House 2 Home Real Estate Group provides the following services – all under the one roof.

- Quality Property Management of your investment
- Sales appraisals
- Sell your property
- Purchase another property to expand your investment portfolio
- Commercial sheds
- Holiday rental

Whether it is sales or property management – we cover it all.



# Meet the Team

## *The Team that Works for You*



**Naideen Brown**  
Principal/New Management



**Karrine Gardiner**  
Property Manager



**Tracy Jackson**  
Property Manager



**Tracie Denton**  
Property Manager



**Chloe Porteous**  
PM support



**Amanda Brown**  
PM & Sales Support



**Mary-Anne Lievesley**  
Accounts/PM Support

- ***Commitment to Standards***

The House 2 Home Real Estate Group are 'best practice offices' in every regard – training, technology and commitment to high standards.

As members of the Real Estate Institute of Queensland, the House 2 Home Real Estate Group is committed to the highest ethical standards and practices.

All team members attend structured and on-going development programs to ensure their knowledge and skills are always at the peak of the industry.

Best of all, our offices feature 4 Property Managers and 2 assistants to the Property Managers. This means your investment has the most dedication and the best service a company can provide.

# House 2 Home

## *Your choice for Property Management*

**“The House 2 Home Real Estate Group know what is truly important to you... *profit, protection and communication at a fair price.*”**

We're not going to fill your head with empty promises... or your statement with hidden costs.

But what we will do is open our files, invite you to examine our track record and let you make a sound business decision based on facts not promise.

Ask the same of every Agent on your 'shopping list' so you can compare 'apples with apples' to make an informed decision. It will become 'crystal clear'!

- ***Service Guarantee***

If you are not completely satisfied within the first 3 months – we'll refund the management fees.

We're different to other agencies – we don't give you empty promise, most likely forgotten after the first 3 months.

We survey both our landlord clients and our tenants to continually improve our service.



- ***Keeping you Informed***

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 keep you updated with progress and activity relating to your property and tenants.

Direct email access to your Property Manager is a quick and efficient option available to you.



# Protect your Investment

## *A System for Success*

*“Your valuable investment property is safeguarded every step of the way by professional Property Management personnel using a tried and tested system that is under constant review.*

*Every step has been refined over years of success in property management starting with tenant selection, inspection timetables, dispute management and resolution, programmed maintenance, reports to investors and finally appropriate disbursement of tenants’ bonds.”*

- ***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 General 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.

- ***Security is Paramount***

Unlike many other agents, keys to your property are not handed out to prospective tenants. We don't take that risk with your investment.

- ***Detailed Entry & Exit Reports***

Before a tenant moves in, your Property Manager completes an Entry Condition Inspection with a carefully detailed report.

Numerous photos of the property are taken at both the start and end of the tenancy and saved on file.

At the end of the tenancy these documents help ensure your property is in the same condition as at the start, fair wear and tear considered, and that the tenant's bond is disbursed appropriately after a thorough Exit inspection.

- ***Thorough Documentation***

At the time of signing the General Tenancy Agreement we educate and advise the tenants of important aspects of the Tenancy Agreement and the property itself. We take care of all the documentation and bond lodgment to ensure all is in place for a trouble free tenancy.

# Protect your Investment

## *A System for Success*

***“We believe we have the expertise, the people, the resources, the exposure and the understanding to give you the confidence that your property is in expert hands.”***

### • ***Lease Renewal & Negotiation***

After consultation with you regarding the tenancy application, duration of lease and rental rate, we arrange signing of the General Tenancy Agreement. Tenants enter into a fixed term lease for the agreed period. On expiry of the original term, you have the option to extend the lease for a further agreed fixed term period, terminate the tenancy, or adopt a periodic arrangement under the same terms and conditions.

Our Property Managers have the experience and training to understand market conditions affecting your lease term and achievable rate. We will contact you approximately three months prior to the expiration of a current tenancy agreement to give you our recommendations for the continuation (or termination) of the tenancy – and seek your instructions.

While tenants only have to give two weeks written notice to terminate a fixed term tenancy, landlords must give two months – hence the process must be started in time to allow for this.

### • ***Arrears Control***

All tenants are informed at the start of their tenancy that House 2 Home has a zero tolerance policy regarding rental arrears.

Tenants are contacted as soon as their rent is 2 days overdue – landlords have mortgages to pay, and late rental payments are taken very seriously.

Required notices are issued immediately –eg. On the 8th day of arrears, a Notice to

Remedy Breach; according to Residential Tenancy Act requirements.

Property owners are made aware of any serious arrears issues (ie. 8 days plus).



# Protect your Investment

## *A System for Success*

*“We start as we mean to end – thorough, educated, detailed, timely, responsive and helpful.*

*Should any issue arise, our job is to provide the best possible solutions for the best outcome.”*

- ***Routine Inspections***

We take care of your property’s maintenance and repairs as if it were our own. Inspections are carried out every 17 weeks without fail – you receive a written report and photos (where the tenant has agreed).

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.

- ***Maximising Income***

Neglect of minor repairs can often lead to major expenditure and the loss of a good tenant. Our attention to maintenance will ensure that problems are resolved quickly, by qualified tradespeople and at a reasonable price with a limit determined by you.

- ***Savings & Reliability***

We have a large pool of highly skilled and fully licensed, reliable trades people who can get the job done and at the right price.

- ***Trained to Handle disputes***

In those occasional disputes with tenants we act as mediator between you and the tenant, and if needed, we refer to Dispute Resolution Services.

If the dispute continues, we can attend the Queensland Civil & Administration Tribunal (formerly Small Claims Tribunal), on your behalf. The Tribunal is an independent third party to hear the dispute and make a decision on the matter. We are well trained to handle such situations and know how best to represent you before the court.

We take the stress away from you!

# Protect your Investment

## *Your Guarantee of Performance*

*“Marketing success means more to you than just knowing you are dealing with an industry leader.*

*It means that you are represented by a dynamic team that finds tenants for your investment property... and finds them fast!*

*As well as reaching out to find the best tenants, we find they actively seek us out because they know we have what they want.*

*We manage a full range of properties including, units, townhouses, villas, Queenslanders, Colonials, modern to post war houses, acreages and executive homes.”*

### • *Finding the Right Tenants*

Our high profile offices, right in the heart of Ormeau and Jacobs Well, enjoy a high volume of tenant enquiry due to our size, location, reputation and internet presence.

The House 2 Home Real Estate Group exposes your property to the widest possible number of prospective tenants through every available resource.

- ✓ Window display lit 24 hours, 7 days a week.
- ✓ Detailed Rental List includes a photograph of your property.
- ✓ Internet with photographs – [www.realestate.com.au](http://www.realestate.com.au), [www.domain.com.au](http://www.domain.com.au), [www.thehomepage.com.au](http://www.thehomepage.com.au), [www.homehound.com.au](http://www.homehound.com.au), [www.rent.com.au](http://www.rent.com.au), [www.rentfind.com.au](http://www.rentfind.com.au), [www.realestate1.net.au](http://www.realestate1.net.au), [www.homesales.com.au](http://www.homesales.com.au) and [www.onthehouse.com.au](http://www.onthehouse.com.au).
- ✓ Property signage.
- ✓ Your property is included in our Reception Brochure Album.
- ✓ Extensive database of prospective tenants.
- ✓ Email and fax rental listings to prospective tenants.





# Your Financial Well Being

## ***Our Highest Priority***

***“There is one reason why people invest in property – to protect and grow their hard earned wealth. After all, that is what you expect, what your investment needs and what we offer.”***

### ***• Your Investment Working For You***

Our goal is to increase your income and ensure your investment is working for you! We ensure you enjoy the highest possible rent by regular assessments that take into account current market rents of similar properties, the area’s vacancy rate, condition of the property, quality of tenant and length of tenancy

### ***• Your Rent in Your Account***

Our fully electronic banking facilities provide tenants with easy rent payment options.

We encourage and educate tenants to pay the full rent amount due, not part payments. However, should tenants fall into arrears, we know about it the same day as part of our daily arrears management routine.

Prompt action follows in accordance with the Residential Tenancy Act, keeping you informed throughout the process.

### ***• Accounting to You***

Each month we forward you an itemized statement showing all rental income and payments made on your behalf.

We electronically deposit your money as cleared funds, into your nominated account within 48 business hours. No waiting for cheques to clear! You can even get paid fortnightly if you choose.

We can also provide a fully itemized Income and Expenditure Summary for your accountant at the end of the financial year.



# Your Financial Well Being

## *Our Highest Priority*

**“Risk comes from not knowing what you’re doing.”**

*~ Warren Buffet*

*“That’s why you need the services of a professional Property Management team, with up to date legislative knowledge, and the experience to handle difficult situations that may arise.”*

### • ***Water Consumption Charges***

**Our goal is to increase your income and ensure your investment is working for you!**

Once you have paid your water account, you need to forward it to our office so that we can then invoice your tenants for their contribution to the water consumption charges – a 30 day invoice is sent out, according to Residential Tenancies Act regulations.

Tenants can only be charged 100% of water consumption if the premises are deemed “water efficient” by a licensed plumber – our plumber can inspect your investment property for compliance and provide a certificate to keep on file.

### • ***Landlord Protection Insurance***

***Protection and peace of mind for owners of investment properties.***

Landlord insurance products can protect you from risks caused by tenants that standard building, home and contents insurance may not cover. Best of all, landlord insurance helps ensure that you are not out of pocket if tenants default or cause damage.

**Policies can protect against:**

- ✓ Accidental Damage Caused by Tenants
- ✓ Tenant Theft
- ✓ Malicious Damage Cause by Tenants

**Loss of rent due to:**

- ✓ Absconding Tenants
- ✓ Un-tenantable Property
- ✓ Prevention of Access
- ✓ Tenant Hardship



# Fair Fees

## *For Our Quality Services*

*“Fees for the management and letting of residential properties reflect the quality and level of service we offer.*

*We don't work for free, but we guarantee that we do not cut corners to make ends meet as many agents do with reduced fees.*

*We charge a fair and reasonable price for a thorough and professional property management service.”*

- ***Management Fees***

Our fully electronic banking facilities provide tenants with easy rent payment options.

We encourage and educate tenants to pay the full rent amount due, not part payments.

However, should tenants fall into arrears, we know about it the same day as part of our daily arrears management routine.

Prompt action follows in accordance with the Residential Tenancy Act, keeping you informed throughout the process.



# Testimonials

***“Rather than let us tell you how good we are at House 2 Home you should hear from the people who really matter...our Lessors ... our Clients.***

***These Client testimonials are a sample of the many comments we receive ....”***

“Thanks for your great positive approach in managing our property as it has been great to work with someone that has such a professional approach in giving us peace of mind.”

**~ M & C Archer**

“My tenants are very happy with their dealings with you, and you are very efficient in the management of my property.”

**~ W Bowden**

“Personal, friendly and efficient service, from purchasing the property to ongoing renting, it has been as good as it gets. Keep up the good service.”

**~ J Mortlock**

“You guys do a great job and we would recommend you to anybody.”

**~ N & P Littlewood**

“House 2 Home are great, friendly, caring group of people. I am very happy to be dealing with these great people.”

**~ E Cornale**

“House 2 Home have provided us with an efficient, professional and courteous service. We would recommend them to prospective clients.”

**~ D & S Roots**

“Very professional and efficient service.”

**~ B & T Arnold**

