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Property Management Proposal



*"Real Service -
Rapid Results"*

115 Boundary Street
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Email: rentals@rapidrealty.com.au
Website: www.rapidrealty.com.au

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Staff Profiles

Aaron McLeod – Principal Director

Mobile: 0414 590 110

Email: sales@rapidrealty.com.au

Michael Khalu – Property Manager/Sales

Mobile: 0437 713 231

Email: rentals@rapidrealty.com.au

Alison Ward – Company Finance Officer

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Jessica Graham – Marketing

Email: marketing@rapidrealty.com.au



Quality Real Service!

Communication!

Rapid Results!

Winning Team!

Position!

Prominent window displays of your property

- Professional approach to advertising and leasing
- Showcase your property to maximum effect

Office location

- First point of contact and exposure to prospective tenants
- Increased volume of walk in enquiries
- Ample parking
- Private meeting room

Appointments to view by Inspection

- Ensures the security of the property
- Maximizes rental return by selling pleasing features of the property
- Able to receive feedback from prospective tenants and action promptly

Winning Team

- Winning team specialising in Property Management ensures you are receiving the best in customer service and attention to detail which in turn will provide your property with maximum financial return.



Why Should You Choose Rapid Realty?

Five reasons you should choose Rapid Realty to manage your investment property:

Quality Real Service

Delivering expert services and building strong and trustworthy relationships with our clients and customers enables Rapid Realty to achieve consistent and effective outcomes and results. "Real Service" is our personal commitment to all of our clients and customers. We pride ourselves on delivering real service and will leave no stone unturned in continually improving the way we work for you.

Communication

We pride ourselves on delivering real service as our number one priority. Communication is also our priority. We seek to listen and acknowledge the needs and expectations of our valued clients and customers and respond responsibly and professionally. We thrive on open and honest communication and welcome feedback and suggestions.

Rapid Results

Our vacancy rates are on average 1% which means we find and place tenants and prepare rental properties efficiently and effectively. From the time your property is assigned to us or tenants vacate to the time your new tenants move in, Rapid Realty is working harder and smarter delivering rapid results.

Winning Team

Our focus is letting your property quickly. To do this we have taken the steps to ensure that we are unrivalled in this area of Rentals and Property Management. Our people are trained by the best and inducted into a winning culture of leaders with personal accountability, integrity and professionalism. Devoting our effort and skills to finding the right tenants with a policy of continuous improvement enables and empowers the Rapid Realty team to meet your requirements. That is why Rapid Realty is a Winning Team.

Position

In Real Estate location is everything. Our office is prominently positioned in South Townsville and Railway Estate on Boundary Street close to the City and minutes to Central Townsville. Therefore our office receives a lot of walk in rental enquiries which puts Rapid Realty in pole position. Townsville's rental market is currently booming as Townsville is rated the most livable City in Queensland. Therefore more and more people are choosing Townsville.

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Source of Tenant Enquiries

- Internet**

- Newspapers**

- For Lease Signs**

- Window Displays**

- Referrals**

- Client Database**

- Existing Tenants**

Attracting quality tenants is important to Rapid Realty. That is why our marketing and sales capability is such an important focus of our winning team. The use of the right mix of marketing and advertising options creates enquiries from the right type of tenant.

Tenant Selection

At Rapid Realty we will advertise your investment property in the following:

Townsville bulletin (if necessary)

- Internet websites –

www.rapidrealty.com.au

www.realestate.com.au

www.google.com.au

www.facebook.com

- Prominent office window displays
- For lease sign at front of property



To complement this form of advertising, our office is open 6 days a week.
Monday – Friday 8.30am – 5.00pm, Saturday 8.30am – 12pm.

Our prominent position enables prospective tenants to view the property during working hours, which means that tenants come to our office first. All owners will receive an email, SMS or phone call once a prospective tenant has viewed their property. This is to ensure that our clients are being informed every step of the way.

At Rapid Realty we take our job very seriously in regards to looking after your investment property. Tenant selection is in accordance with laws covering discrimination, residential tenancies and privacy. Our detailed screening process aims to establish that tenants meet these responsibilities of the General Tenancy Agreement and as a member of the Tenancy Information Centre and National Tenant Database (TICA). Our office can source up-to-date prospective tenants' previous rental records which they might have chosen not to include on the application form.

Our office will keep you informed of the applications, which will enable you to participate in the decision and selection process to ensure that the most suitable tenant is approved for your investment property.

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Facts

Effects of over-pricing

- Reduces advertising responses**

Potential tenants will be looking for certain types of properties in similar price range

- Loose interested tenants**

They will be comparing your property with properties which are really in the higher price range of homes they feel will give more value for the price.

- Cause appraisal problems**

Appraisals are based on what like properties have previously rented for. Over pricing defeats the purpose of analyzing the market place for your properties estimated value. Be wary of agents that overprice your home to list your property.



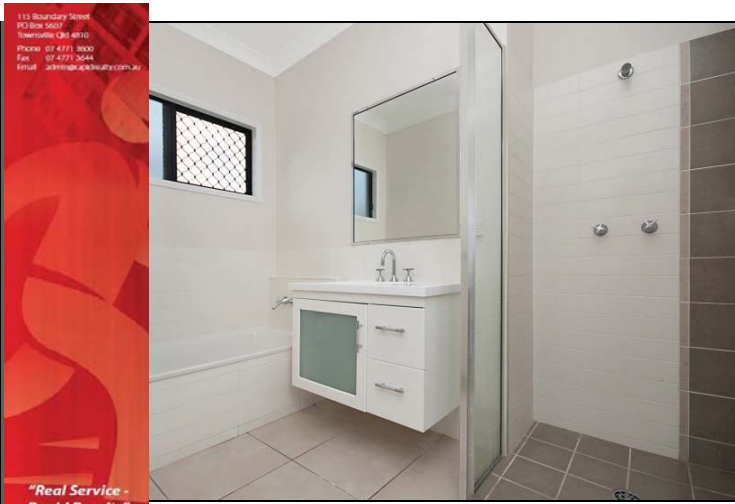
What is a property condition report?

This is a report that is compiled at the commencement of a tenancy prior to your tenant moving into the property. This report outlines the condition of the property at the commencement of the tenancy and is used when the tenant vacates to ensure that the property is left in the same condition.

What is a routine inspection?

Routine inspections are conducted after a tenant takes possession of the property and are conducted 3 months after the tenant takes possession then every four to six months thereafter. These inspections are essential to ensure that your property is being maintained to an acceptable standard and to identify any maintenance that may be required. A copy of the routine inspection report is forwarded to you after each inspection, and should it be necessary a member of the Rapid Realty Property Management Team will contact you to discuss items noted on the report.

This exit condition report is the last inspection carried out as soon as possible after the end of a tenancy, when the tenants have returned their keys. The property condition report is used at this inspection and each item is checked off to make certain that the property is in the same condition as when that tenant took possession. It is at this inspection that any items that need to be rectified by the tenant are identified.



Our services to you

We take our role as property manager very seriously when we take on the responsibility of looking after your property. Your property is an asset of great value and needs the utmost care and attention in its management to ensure that the greatest possible return is realised for you and your family.

General Inspections

Routine inspections are conducted every 3-6 months. The purpose of these inspections is to view the property and to bring to your attention any maintenance requirements. It is also an opportunity to inform you of any refurbishment or preventative maintenance that may be beneficial to your property. A detailed inspection report will be sent to you for your records. If you wish to join us for any of these inspections, please let us know so we can arrange a suitable time.

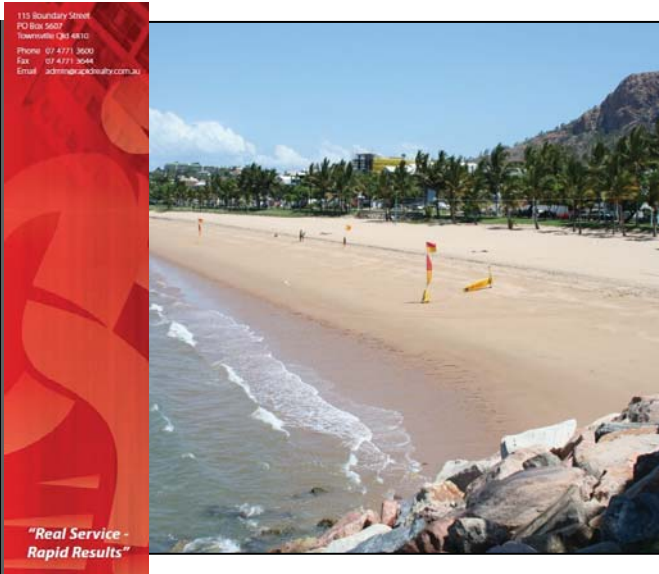
What happens when a tenant stops paying rent?

When a tenant falls behind in rental payments they are issued with a Notice to Remedy Breach advising them they are behind and requesting that they rectify the problem. If this is not done within the stipulated time period then a termination notice is issued requiring they vacate the premises.

How do tenants pay their rent?

Tenants have several options to pay their rent, leaving no excuse for late payments.

- By cheque, money order or cash
- Internet banking through their chosen financial institution
- Direct debit from their nominated bank account, we will supply the tenant with our account details to arrange an automatic transfer
- Deposit Book issued to tenant and paid over counter at the bank



Maintenance

Section 6.3 of your Management Agreement stated the maximum value of repairs and maintenance to be paid by the Agent without prior approval by the client. Our office recommendation is \$250.00 or the equivalent of two weeks rent. Once a tenant has submitted a repair request form, our office will message you complimentary advice. If the work(s) is over the amount we are authorised to spend prior to client approval, our office will contact you and seek a quotation.

Marketing Communication

Our office understands that investors must be kept informed at all times and therefore during the marketing period the following processes have been implemented to ensure that you are kept in tune with the current market conditions.

Lease Renewals

When the time comes to renew the lease, we will first review the current lease and insert any special conditions that are still valid. We will then do a market appraisal and tenancy assessment to determine if the property would benefit from a rental adjustment taking into account general price movements, the likelihood of the tenant leaving when we increase the rent and the benefits/losses to you in each scenario. You are often better to have a tenant stay in the property paying the same rent than have the property vacant for a few weeks waiting for the tenant who will pay a premium. Our expert knowledge and market appraisal process aims to reduce the risk of vacancies while increasing your return on asset.



Payments & Statements

Each month our office will forward you an itemized statement with copies of any invoices attached. Council rates, body corporate levies and landlord insurance can also be paid on your behalf from received rental monies.

Our office will educate tenants to pay the full amount of rent when due. Some tenants tend to pay in irregular amounts and at uneven intervals. This will ensure that your investment is working effectively for you.

Arrears Management

Our office has a strong policy in relation to arrears management, and will follow the system outlined below:

- 4-7 - days a reminder notice is forwarded, phone call or SMS is made to identify why rent is late. Please note that if there is no response on the first day our office will either call or SMS the tenant each day after. With this attention, we find a large majority of our tenants pay their arrears at this stage.
- 7 days – a notice to remedy breach is sent to the tenant under the Residential Tenancies Act. A copy of this notice is also sent to you for your records. A payment plan may also be established if the tenant is having financial difficulty.
- 14 days – if the arrears situation is not remedied, an RTA Form 12 Notice to leave will be issued. A copy of this notice will also be sent to you for your records. Please note that this notice can be revoked in writing once issued.



Securing your investment

We want you to be as happy and comfortable with us looking after your property as possible. This means we need to take all precautions to secure your investment.

It is for this reason that we encourage landlord insurance and public liability insurance. This will protect you against damage that a tenant may cause over and above what is covered by bond, and also cover you for loss of rental income for varying times depending on the circumstances. Public liability insurance will protect you from public interest claims.

The cost of landlord insurance is equivalent to approximately \$5 per week and gives you the peace of mind you deserve. We are fast approaching the time where we will not be able to take on properties that are not covered by some form of landlord and public liability insurance. We strongly urge you to join if you haven't already.

In Conclusion

Rapid Realty is market leader in property management in our area. During this time we have specialised in property management, offering a large range of services to our many respected landlords. There are many reasons why Rapid Realty should manage your investment property. We can advise on current rentals for your property type and area and set a rental rate to give you the maximum return on your investment. We take the hassles out of managing your property. Call us to find out how we can assist in managing your real estate assets.