



## Landlord Information

Welcome to The Estate Agent Ballarat. Our office is ideally situated at the top end of Sturt Street. Our team brings a fresh approach, new ideas, strategies and knowledge of the rental market. We understand the benefits of a real estate investment and capital growth depends on good management from a reliable property manager. Great care is taken at all levels to ensure the highest net rental is achieved and the property is in safe professional hands with guaranteed management. We promise to give you the service and the right advice you expect of someone maintaining your asset. We believe in capping our portfolio size to guarantee a very personal approach to management. We believe it is not the size of a portfolio that makes a good property management department, but the quality we deliver.

## Rentals



Chantal Ryan has recently returned to Ballarat after 8 years working as a Senior Property Manager with Dingle Partners in the Melbourne CBD rental market.

Chantal grew up in Ballarat and attended Loreto Collage Ballarat. After completing VCE she moved to Melbourne to pursue a career in Property Management. Chantal's management portfolio consisted of more than 280 quality apartments in the CBD. As a property investor herself, she can relate to landlords requirements and is able to give valuable advice to her clients regarding their investment.

Chantal returns to Ballarat with fresh ideas and believes the key to having a successful portfolio is "communication, honesty, good organization skills and hard-work".

## Office Details

1013 Sturt Street, Ballarat Vic 3350 (Just opposite Red Rooster)

## Office Hours

Monday – Friday 9am – 5:30pm

Sat – 9am – 11:30pm



## **RENTAL VALUATION**

It is our responsibility to honestly and professionally recognize your property's rental potential. This is why our valuation process takes into account comparisons with similar properties in the area and considers current market trends which may affect your property. A realistic rental valuation is essential to ensure your property should be let promptly and attract the best possible tenants, resulting in a better financial return on your investment in the long term.

## **MARKETING, ADVERTISING & PROMOTION**

Marketing is the key to attracting the most number of tenants to your property. This results in multiple tenancy applications, giving you a great choice of tenants and minimal vacancy. With the use of realestate.com and domain.com as our main marketing tool. Your property will be exposed to a wide range of tenants due to our Sturt Street location.

## **TENANT SELECTION**

Selecting the right tenant for your property is where it all begins. It is a very important process and if care and attention is not taken the relationship between Landlord/Tenant/Agent is strained.

Our Tenancy Application Form enables us to establish current and previous tenancy and employment history; as well as providing several business references. Through our strict screening process we endeavour to obtain the best possible tenant for your property and make the following detailed checks before we give you our recommendations:

- **Rental History**

Previous agents are contacted to ensure the applicants are suitable and have met all obligations under previous lease agreements.

- **Employment History**

Both current and previous employment details are checked for the prospective tenants.

- **Rental and Credit History**

Using the National Tenancy Database, which is only available to real estate agents, we check the tenancy and the rental credit history of a prospective applicant.

After we have established an overall picture of the suitability of the applicant, your property manager will contact you with our recommendation. The final choice of tenant is yours.

## **LEASE AGREEMENT**

We compile all documentation with regard to your leases and other legal tenancy provisions. It is our responsibility to ensure legal requirements relating to the lease agreement are explained clearly to tenants and all tenancy conditions are fulfilled. If an existing tenant wishes to re-new the lease (subject to your approval) we will prepare new lease documentation. The Residential Tenancies Act precludes us from insisting the tenants enter into new leases after their lease expires. When reverting to a monthly tenancy following a lease, the tenant continues to be bound by the terms and conditions contained in the expired lease.

## **INITIAL INSPECTION**

Prior to the commencement of the tenancy, we compile a detailed condition report of your property. Both the initial condition report and the photographs are referred to at the end of the tenancy. We are happy to meet you at the property once a tenant has vacated to carry out the final inspection together.

## **STATEMENTS & ACCOUNT**

Rental statements are forwarded to you via email or post. Your funds will be deposited into your nominated bank account once funds have cleared.

## **FINANCIAL STATEMENTS**

Our office produces Annual Financial Statements at the end of each financial year. This statement provides a summary of income and expenditure on your property for the entire year. You simply hand this over to your tax accountant for all costs and expenditure associated with your rental property.

## **ROUTINE INSPECTIONS**

Following a general inspection of your property, a written report containing a current rental review, details of any maintenance required and the condition of the property is forwarded to you. These occur every 6 months, and we are happy for you to be present at the inspection.

## **REPAIRS & MAINTENANCE**

Prior to tenant occupancy or within the duration of the lease, certain maintenance may be required. It is our policy owners are contacted and authorization obtained before work can be carried out (other than emergency repairs stipulated in the residential Tenancies Act). Our department will happily organize any works to be carried out on your behalf. We have access to a variety of qualified tradesmen who look after all properties we manage. We are also happy to engage tradespeople of your choice.

Repairs carried out on your behalf are paid for from your rental funds held in trust. Full details of the repairs are printed on your statement with a copy of relevant invoices attached for your tax records.

## **RENTAL REVIEWS**

Rents are reviewed annually, in light of the market and particular circumstances. A landlord or agent must give 65 days notice of an increase in rental. This of course must come into effect after the expiration of the lease.

## **INSURANCE**

Most landlords automatically have Building insurance and Public Liability Insurance to protect their asset value. We strongly urge all owners to take Landlords Contents Insurance. This is an important cover which protects all internal fixtures and fittings (not covered by building insurance) as well as internal Public Liability and loss of rent due to Abandonment or claims for tenant malicious damage or injury.

Landlord insurance is tailored to give landlords peace of mind and financial protection. For yearly insurance it will cost between \$230 - \$280 which is tax deductible.

Visit [www.terrischeer.com.au](http://www.terrischeer.com.au) and [www.pi-plus.com.au](http://www.pi-plus.com.au) for more info.

## **CONDITION REPORTS**

Detailed preparation of the condition Report is completed by your property manager at the commencement and termination of the tenancy. Copies of the Condition Report are signed and exchanged with the tenant. This ensures the property is maintained and left in good order.

## **BONDS**

All tenants are required to pay a Security Deposit, now held in trust by the Residential Tenancies Bond Authority until the end of the tenancy. The Estate Agent Ballarat will only authorize the disbursement of the bond after our Property Manager has carried out a final inspection of the premises and is satisfied it has been left in the same order as the initial Condition Report, less any "fair wear and tear".

## **VICTORIAN CIVIL & ADMINISTRATIVE TRIBUNAL**

Our staff are fully experienced in laws relating to the Residential Tenancies Act and are able to professionally represent clients at the Victorian Civil & Administrative Tribunal. The Residential Tenancies Tribunal is no longer in effect and has been replaced by the Victorian Civil & Administrative Tribunal which now allows us to obtain immediate hearing dates and times via the internet, saving all parties involved time and money.

While we always try to negotiate a “win-win” settlement, we can make an application for a hearing at VCAT to arbitrate disputes between tenants and landlords. Charges include stamp duties, representation and submissions of evidence. We receive immediate hearing dates and times by using on-line system to the Tenancies Tribunal. This saves time and money for our clients.

## **SALES**

Our sales agent Vaughan King can provide a free market appraisal on your property. Feel free to contact Vaughan King direct on 0417 884 947.



# OUR FEE STRUCTURE

## On-Going Rental fee

Service	Fee
Management Fee*	7.7% including GST
Leasing Fee*	1 Weeks Rent plus GST
Monthly Statement Fee	\$2.50 per statement incl GST – Mailed \$2.00 per statement incl GST– Emailed
Advertising Fee (includes two courier ads)	\$50 plus GST – Each Leasing Period
Re-leasing fee during a tenancy	\$50 Plus GST

## No Charge

End Of Financial Year Statement	No Charge
To Let boards	No Charge
Counter Lists	No Charge
Brochure Distribution	No Charge
Open For Inspections	No Charge
Taking photos of property	No Charge
Condition Report Preparation	No Charge
Routine inspections – Every 6 months	No Charge
Rent Reviews – Every 6 Months	No Charge
VCAT Attendance Fee	No Charge
Management of maintenance and repairs	No Charge
Paying bills on your behalf from your rental account eg: council, water rates, body corporate fees, invoices.	No Charge
Courier Ads	No Charge – (First two ads only)

## Additional Costs

Victoria Civil & Administrative Tribunal (VCAT)	\$37.00 VCAT Application Fee \$74.10 for a Warrant of Possession \$3.50 for Registered Post
National Tenant Database	\$15.00 per tenant incl. GST
Landlord Insurance	Approximately \$230 - \$280 per year
End Of Financial Year Statement	\$5 Plus GST

\*subject to negotiation