

Property Management Services

greatoceanproperties



greatoceanproperties

We believe that the greatest investment is property. Our aim is to maximise your return, whilst simultaneously embracing the values of high customer service, communication and integrity.

Our specialised local knowledge, extensive industry experience, ongoing training programs and use of the latest technology systems, ensure that our first rate property management team are leaders in their field.



When you work with great ocean properties, you'll know that we're with you every step of the way.



Fees, Professional Marketing & Advertising

Fees

Management Fee:	7 % plus GST
Leasing Fee:	1.5 weeks rent plus GST
Re-letting Fee:	\$100 plus GST (to existing tenant)
Administration Fee:	\$5.50 per month
Additional Costs:	VCAT + insurance claims (if applicable) see schedule

Professional Marketing & Advertising

Basic Package: \$200 plus GST (recommended)

Usually continues until your property is leased

Professional Photography:

black&white real estate marketing

5-7 images = \$130 including GST

Internet listings (featuring professional photographs and copywriting)

- greatoceanproperties.com.au
- realestate.com.au
- domain.com.au
- rentfind.com.au
- realestatebookings.com.au

Rental List: Published daily and displayed/available at each of our offices

Signage: Professional 'For Lease' signboard (corflute) placed at your property

We pride ourselves on our marketing. We ensure special attention is given to presenting every property in the best possible light.

Our professional photography, presentation, and carefully targeted web marketing will help your property stand out.

greatoceanproperties.com.au



rentfind.com.au

for lease
greatoceanproperties
torquay anglesea aireys inlet apollo bay
5264 8444
32 gilbert street torquay vic 3228
greatoceanproperties.com.au

6. Keep it neutral and light

A neutral colour scheme is likely to satisfy most tenants whereas; bright and dark colours can often deter them. Keeping your home neutral will help tenants visualise their belongings in your space. It will also help lighten any darker rooms.

7. Make the most of your outdoor space

Outdoor space is a great value-add but an overgrown and littered mess is not. Make sure these areas are accessible, useable and attractive to tenants.

8. The small things count

Before inspections commence, be sure you have dealt with all the little jobs around the home. Replace blown light bulbs, tighten screws and hinges, clear cobwebs, remedy chips/nicks/cracks, service appliances, install smoke alarms and stop leaks.

9. Neighbourhood

It isn't just your property tenants will be looking at, it's the location. Making an effort to keep the surrounding areas neat and tidy will help your neighborhood seem more appealing to tenants.

10. Disassociate yourself with your home

Make the mental decision to 'let go' of your emotions and focus on the fact that you'll soon be receiving an income from your property. Not every tenant will love your home the way you do so don't take negative comments to heart!



Presenting your home for rent

10 simple tips to help you present your property for rent and ensure it stays fresh in the minds of potential tenants.

1. First impressions count

Most tenants will have made a decision about your home within a few seconds of standing outside your front door. It's therefore important to ensure that the front garden is tidy- lawns mowed, edges trimmed, flower beds weeded, bushes pruned, gutters cleared, house number visible, letterbox functional and paint touch-ups complete. You want your property to have curb appeal!

2. De-clutter and de-personalise

Potential tenants will want to imagine themselves living in your home, so it's best to minimise any clutter. Remove anything you don't use on a daily basis (like toys, photos, teddy bear collections, etc.) and store them out of sight.

3. Freshen things up!

A fresh coat of neutral paint in the hallway, a new kitchen worktop/tapware or re-grouting around the bath/shower is essential to keep your property looking modern, clean and appealing to tenants.

4. The big clean!

Cleanliness and tidiness should never be underestimated so clean each room from top to bottom and be sure to eliminate any unpleasant (animal, tobacco) odours.

5. Define your rooms

If your home has three bedrooms, it's important to present it as such. Don't showcase your third bedroom as a computer room or makeshift gym as tenants will assume it's too small for a bed and may dismiss your home for this reason.



Payments to You

Are transferred electronically into your nominated bank account at the end of each month. A monthly statement is provided, showing all transactions associated with your property; including copies of all accounts paid. Clear and comprehensive End of Financial Year Statements are also provided.

Saving you Time

For your convenience, you can arrange Great Ocean Properties to pay certain expenses on your behalf. These include: Council rates, Water rates, Owner Corporation Levies, Insurance premiums, and any other property related charges.

Rental Review

We will review the market rental of the property during the tenancy and prior to lease renewal. We will recommend if rent should be increased based on our up to date current market knowledge.

Vacating Tenants

If your tenant is vacating, we will make this time as easy as possible for you. Advice will be given to the tenants on how to leave the house in the best possible condition, including contact details of professional cleaning services. If prospective tenants wish to inspect the property, we will be in close contact with the existing tenant to coordinate suitable times. We will also conduct a thorough final inspection including an exit condition report, comparing the condition of your property pre/post-lease.

Landlord Insurance

We recommend this to protect your property and to protect you against risks to your income such as tenant default, tenant damage, damage to contents resulting from flood or fire, and other risks associated with owning an investment property.



Management

Rental Arrears

Monitored daily to ensure that all tenants pay on time and/or in advance. Direct credit and EFT facilities are in place for this purpose. Every tenant is required to sign an arrears policy as part of the lease we prepare; ensuring the regulatory procedures for bringing rental payments back into line are communicated and understood.

If there is a delay or non-payment of rent, rest assured we will follow it up promptly. Recovery of payment is carried out in accordance with the Residential Tenancies Act.

Routine Inspections

We will conduct routine inspections as often as permitted by the Residential Tenancies Act. We understand how important this is for our landlord's peace of mind. Landlord's are invited to attend these inspections.

A written report will be prepared for you including digital photographs following each inspection, outlining any maintenance and/or tenancy concerns.

Maintenance/Repairs

Are actioned by our office unless otherwise instructed by you. In the case of non-urgent maintenance, it is your choice whether we refer all matters to you before action is taken, or we can organise the required repairs on your behalf up to an agreed cost. We only use qualified, licensed and reputable tradespeople who provide prompt service and competitive pricing. If you have a preference for a particular tradesperson, we are more than happy to record their details and contact them in the case of a maintenance issue.

Victorian Civil and Administrative Tribunal (VCAT)

If there is an unresolvable dispute between the landlord and tenant (for instance regarding rental arrears or damage to the property), Great Ocean Properties can apply to VCAT. We will prepare all documentation and attend any tribunal on your behalf.



Tenant Selection

We aim to select the best tenant for your property through our thorough screening process. We will not recommend a tenant to you without first checking employment details, rental history, public records information and personal references. We make it clear to prospective tenants what their responsibilities are.

You make the final call on whether the tenant is approved to lease your property.

Lease Preparation

Follows the standard REIV format. All leases are prepared in triplicate (one for each party) and made available for viewing prior to signing.

Bond Monies

Are payable/collectable prior to commencement of the lease and are lodged with the Residential Tenancies Bond Authority (RTBA).

Condition Report

This is the most crucial step in the process!

Prior to the tenant moving in, we will prepare an in-depth condition report of your property. This will include details and photographs on the condition of all rooms, fixtures, and outdoor areas, effectively documenting the exact condition of the property at the time of letting.



Services

Appraisal

To determine where your property sits in the current rental market, we will arrange for an inspection. This inspection will give us the opportunity to look through your property and recognise the features that will attract prospective tenants. This will also provide an opportunity for us to give you advice, answer your questions, discuss marketing options, and suggest simple ways you could maximise the return on your asset if required.

Professionally Marketing/Advertising your Property

Our marketing is designed to provide you with optimum exposure and multiple choices for selecting the best tenant.

Open for Inspection

We conduct regular, professional open for inspections. We will always be present, and take contact details for each person that enters your property. These appointments allow us to meet prospective tenants, discuss their suitability and accentuate why your property is a great rental option.

Each person to inspect your property will be followed up for feedback and to address any queries they have about the property.





To help you feel comfortable and confident that you're on the right track, we have produced the following booklet.

If you have any questions along the way, it would be our pleasure to help guide you.





torquay

**32 gilbert street torquay
5264 8444
rentals@greatoceanproperties.com.au**

anglesea

**101 great ocean road anglesea
5263 1100
rentals@greatoceanproperties.com.au**



Michelle McDonald
Property Manager
0499 969 649

Michelle is a highly valued team member of Great Ocean Properties, bringing 20 years of customer service experience to her property management and sales role. Her meticulous attention to detail, approachable manner and excellent communication and negotiation skills enable Michelle to deliver an exceptional real estate experience to each of her clients. Recognising she has been entrusted with her clients most valuable asset, Michelle always strives to deliver professional and knowledgeable advice and ensure a seamless and stress-free process. Having lived on the Surfcoast for over twenty years Michelle brings great local knowledge, community ties and a love of the coastal lifestyle.

