

Waratah
Estate Agents



RENTAL
PROPOSAL

COMPANY PROFILE





At Waratah Estate Agents, we believe that property management is not all about gaining the business, but rather developing long-term and transparent relationships with our landlords and tenants. We believe in effective and efficient communication. For this reason, we have invested significant time and resources in developing the best technology systems, so that the relevant information could be accessed quickly and shared accordingly.

At Waratah, we believe no two properties are alike, so the marketing and leasing strategy for each and every property has to be unique. We leave no stone unturned to showcase a property to the maximum number of potential tenants. We pride ourselves on not only providing exceptional customer service but also on finding the best tenant for your property to ensure that the quality of your home is maintained to the highest standard and therefore you can enjoy a steady cash flow for your valuable assets.

Our vision is to set Waratah as a leading, innovative real estate brand where clients trust us to provide an unparalleled service and achieve remarkable results.

WARATAH ESTATE AGENTS HAS BEEN PROUDLY SERVICING WESTERN SUBURBS & HILLS DISTRICTS SINCE 2013. DURING OUR JOURNEY SO FAR, WE HAVE BEEN ABLE TO WIN CLIENT'S TRUST WITH OUR FRIENDLY, PROFESSIONAL AND FOCUSED APPROACH. OUR AIM IS TO MAKE THE PROCESS OF REAL ESTATE SIMPLE AND STRAIGHTFORWARD TO UNDERSTAND.



WHY CHOOSE WARATAH ESTATE AGENTS?

At Waratah Estate Agents we believe that an investment property should be regarded as a valuable and appreciating capital asset not just as a source of rent.

We tailor individual management plans to suit your particular property, as well as the level of involvement you wish to retain in the ongoing management of your property.

We have structured and well defined systems to provide consistency in service and deal with any problems quickly and efficiently.

By placing your property in the hands of Waratah Estate Agents property managers, you receive a total management service which will protect your investment and enhance its ongoing value.

WHAT YOU WANT IS WHAT WE WANT

- A MINIMUM VACANCY PERIOD
- A RELIABLE TENANT
- A SMOOTH TENANCY
- A WELL MAINTAINED PROPERTY
- REGULAR AND INFORMATIVE
FEEDBACK



“Providing hassle free
property management
service”



MANAGING YOUR INVESTMENT

A rental property is still one of the best investments you can make however managing a rental property successfully is a little like running a small business.

There are outgoings and incomings to be balanced, taxes to be considered, rates to pay, assets to develop and client/customer relationships to be built and maintained.

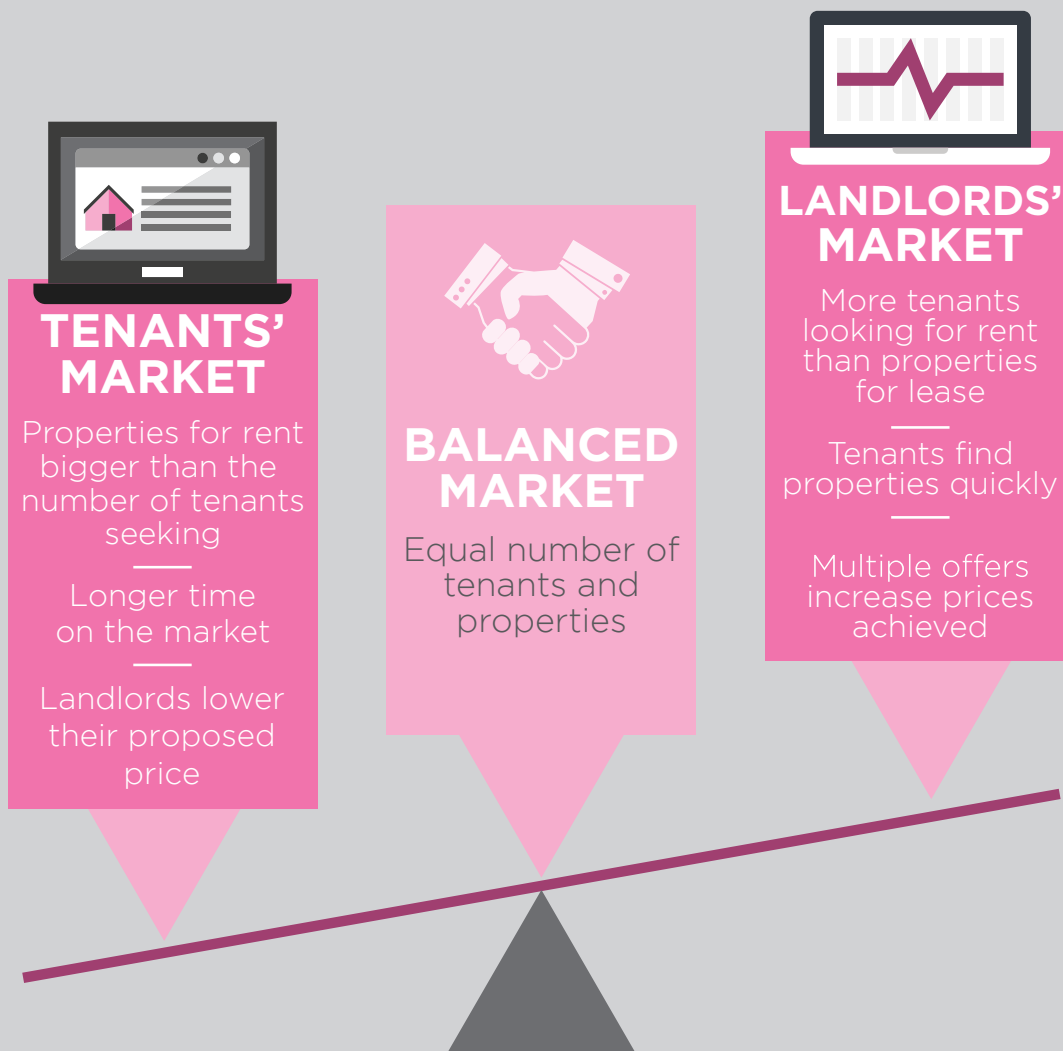
Tenant selection, rental collection, property inspections and dealing with tenancy lease breaches, are all processes which, in the hands of the inexperienced, can prove to be expensive to owners both in terms of time and money.

All Waratah Real Estate property managers

are fully qualified with skilled knowledge relating to all tenancy legislation specifically the Residential Tenancies Act, NSW rules and legislation.

At Waratah, we understand that “One size does not fit all”. We tailor individual management plans to suit your specific property as well as the level of involvement you wish to retain in the ongoing management process.

“We are here to assist you in achieving a result beyond your expectations”



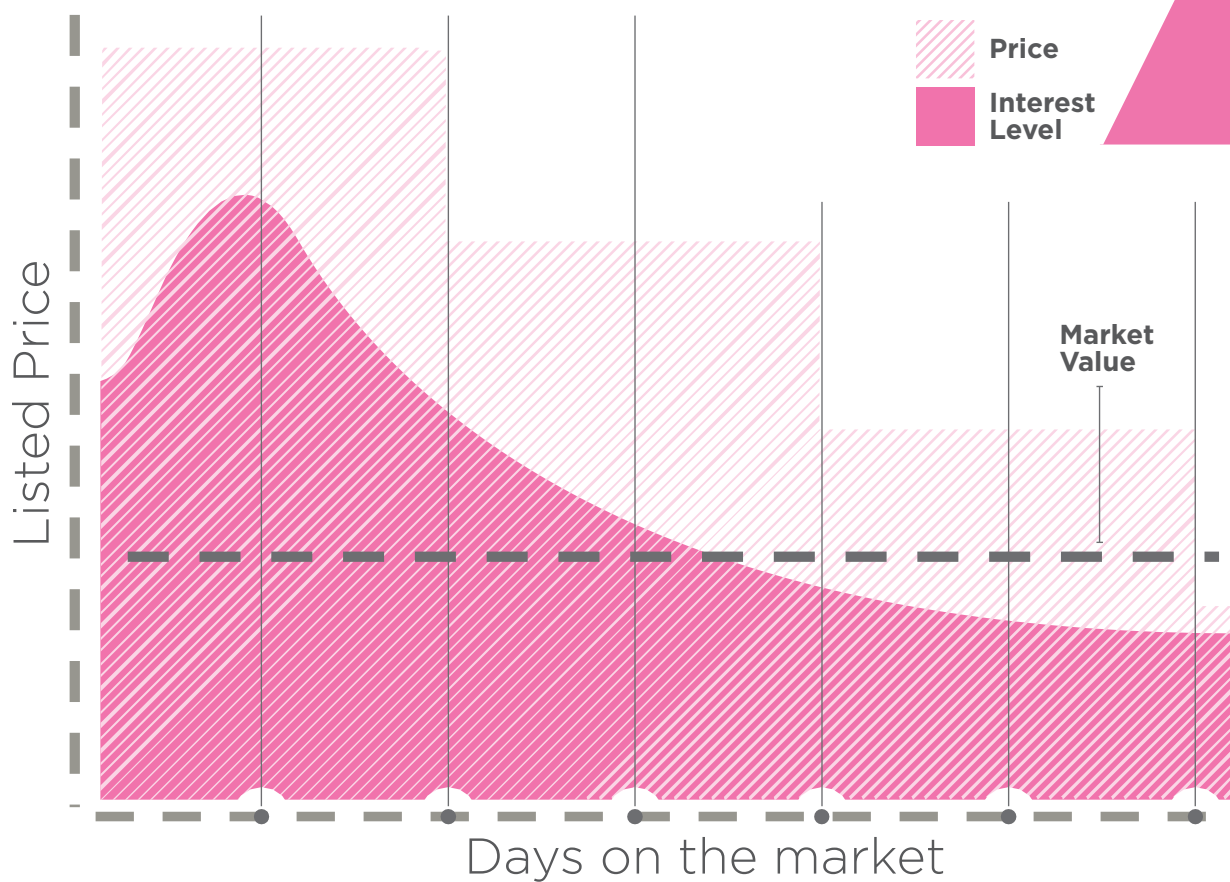
CURRENT MARKET CONDITIONS

With many different factors impacting the existing market conditions on a regular basis, it is important to know what market we are currently in and how this can impact on your investment property.

THERE IS MORE TO PRICE THAN OPINION



DAYS ON MARKET IMPACT PRICE



Highest rents are achieved when tenant interest is at it's highest. Over priced properties remain on the market for longer and often rent for lower prices.



NORMAL TENANT JOURNEY

“Price is crucial at every stage”

Tenants become price knowledgeable very quickly as they research and compare properties in the market, It is crucial you set your price comparatively in range from the beginning.

A SNAPSHOT OF OUR MANAGEMENT SERVICES

- We do an appraisal and establish rental price
- You sign the Exclusive Management Agency Agreement
- You provide us council rates, water bills, account details & strata details if required
- We redirect the bills to our office
- Organise and get professional property photos done
- Order For Lease Signboard and get it installed at property
- Prepare property for listing and list it on more than 10 website portals
- Start taking enquiries and organise private inspection if required or needed
- Organise open homes, follow up prospective tenants, call prospective tenants from the database
- Regular update to landlord on open homes and progress in securing a suitable tenant
- Once we receive an application
- Process the application (100 point ID/TICA check/Reference checks/Rental History)
- Send you the application and wait for your final approval
- Once you approve, send successful application email and follow up with a phone call
- Reconfirm rental price, lease period and lease start date
- Send bond link through RBO online
- Receive 2 weeks rent/bond payment into trust account
- Take property off the market and cancel open homes
- Prepare a comprehensive ingoing condition report
- Create Residential Tenancy Agreement – Organise into a folder: New tenant checklist, special conditions, key document, document receipt, trust account details and pet applications if applicable
- Organise a lease sign date/key handover
- Schedule routine inspections
- Manage maintenance requests
- Prompt attention to rental arrears
- Renewal lease or vacate date
- Update owner on vacate notice
- Update tenant on vacate information
- Put property back on the market
- Vacate date/key collection
- Request the old tenants to fill out a bond summary form
- Find new tenants
- Conduct outgoing report
- Manage any maintenance issues
- Refund bond money

YOU WILL RECEIVE

- Regular rental statements detailing income and expenditure
- Annual statement for taxation purposes
- Payment of water and council rates (where requested)
- Payment of other expenses relating to property e.g. Landlord Insurance
- Direct deposit of rental income into your bank account (where requested)

WARATAH ESTATE AGENTS FEE STRUCTURE

Services	Premier Package	Standard Package
Management Fee*	6.6%	5.5%
Letting Fee	1 week rent + GST	1 week rent + GST
Lease Preparation Fee*	\$55	\$55
Tribunal Lodgment Fee*	☑	\$165*
Tribunal Appearance Fee*	\$55 per hour	\$55 per hour
Account Admin Fee*	☑	\$5.50 monthly
Lease Renewal Fee with existing tenants	\$55*	Half week rent + GST
File Closure Fee*	\$125	\$275
Smoke Alarm Annual Fee*	At Cost	At Cost
Water Compliance Certificate*	At Cost	At Cost
Key Cutting Cost*	\$10 / Key	\$10 / Key
EOFY Statement*	☑	\$11
Insurance Claim Preparation and Lodgment per claim*	☑	\$66
Routine Property Inspections	☑	☑
Detailed Ingoing Report	☑	☑
Outgoing Condition Reports	☑	☑
Providing Quotes for Repairs and Maintenance	☑	☑
Collection & Calculations of Water Bills	☑	☑

☑ Service included

* Fees is inclusive of GST



Marketing Package

Professional Metal Signboard	\$70	\$310+GST
Professional Photos	\$80	
Premiere listing on realestate.com.au Standard listing on Domain, Waratah website and 10 other real estate websites	\$160	

PREPARING YOUR PROPERTY FOR LEASE

Over the years we have identified many of the factors that help in presenting your property in a way that will make it appealing to more tenants.



Mow and edge lawns and weed gardens, cut back any trees hanging over the property or near gutters



Remove all rubbish and empty the property, including garages and sheds



Thoroughly clean walls, floors and windows



Clean the kitchen bench-tops, the inside of cupboards, drawers, ovens etc



Check all curtains and blinds are clean and in working order



Dust and remove cobwebs



Steam clean carpets



Attend to any maintenance, repair dripping taps, sticking doors and drawers



Service any gas appliance that has not been serviced in the past 2 years



Check that smoke detectors are legally compliant and have been serviced by a licensed contractor

“ A well presented & maintained property attracts the best quality tenants ”

TENANT SELECTION PROCESS

Matching the right tenant to your property is of the utmost importance to us. Waratah estate agents has effective and targeted marketing to assist in finding the best tenants, minimising the vacancy period and maximising your returns.

Our property managers provide quick response to any enquiries about your property and will promptly organise a property inspection for prospective tenants. All inspections are accompanied by our staff to ensure that the security of your property is maintained at all times.

By working on an individual basis with potential tenants, we can review their needs and recommend appropriate properties, whilst assessing their suitability for the property. Our property managers understand that building respectful relationships with tenants will maximise and enhance their respect for your property.

Waratah Estate Agents will complete a thorough background check on applicants,

requiring a 100 points of identification to confirm their identity and current address.

Applicants are required to provide references from their past and current rental properties, and this information is verified by our staff.

All employment information is detailed and checked to ensure that the applicant has the necessary income and work stability to ensure a hassle free tenancy.

Upon completion of all of the necessary checks, our property managers will contact you to review the information that we have been provided by the applicant and the references, so that you can select the best tenant for your property.

“ We will not recommend a tenant until they have ticked all the right boxes ”

PROPERTY INSPECTIONS

Your property manager has several opportunities each year to view the property, which will enable them to ascertain the condition of the property and assess the overall appearance of the premises.

INGOING INSPECTION

This is a thorough inspection that is completed just prior to the commencement of a new tenancy, and upon receipt of a bond for the property. This report must be provided to a tenant upon the commencement of a lease, and will detail the fixtures and fittings, along with the overall appearance of the house, outlining any existing issues. This report will be held on file in our office until the end of the tenancy. You can request a copy of this report to be provided to you for your files.

ROUTINE / PERIODIC INSPECTIONS

At this time we report on the general condition of the property, detailing any observed or reported maintenance or repairs that may need to be carried out. You will be provided with a written report in relation to how well the property is being maintained by the tenant, along with any recommendations and other information we consider relevant to a trouble free investment.

VACATING / OUTGOING INSPECTIONS

Your property manager will complete a

comprehensive visual inspection of your property upon the tenant vacating the property. Assessments will be made using the ingoing condition report to ascertain that the property is in a reasonably clean condition, taking into consideration any “fair wear and tear” that may have occurred during the course of the tenancy. In consultation with you, your property manager will liaise with the tenant to resolve any issues that remain outstanding. All our Property Management staff are well versed in the legalities of property management so that in the unfortunate event that a tenant should breach their contractual obligations and the issue cannot be resolved, they will prepare the necessary paperwork and applications to NCAT and represent you at any further hearings.

ADDITIONAL INSPECTIONS

Additional inspections of the property may be required through the tenancy as a result of maintenance issues, sales inspections or property valuations. These can be arranged through your Property Manager.

“ Providing you with accurate and regular feedback ”

WE TAKE RENTAL ARREARS SERIOUSLY

In order for you to enjoy a steady cash flow for your valuable asset, we take rental arrears seriously and require the tenants to pay the rent on time.

However, we at Waratah understand that at certain times there may be unforeseen circumstances and emergencies which may result in the delayed rental payments and even though we will try our best to understand any such situation, there is a strict arrears management procedure that will be maintained.

If the tenant knows that they might fall into rental arrears or they will be unable to make a rental payment, we strongly encourage them to inform their Property Manager at the earliest to discuss regarding the same.

So below listed is the procedure we follow in order to efficiently and effectively handle rental arrears. By law, if the tenants have not adjusted their rental arrears by the expiry date of the Termination Notice, they will be expected to have vacated the property by that same day.

Furthermore, the details of such tenants will be placed in Tica Default Tenancy Control Pty Ltd system – a database that lists defaulting tenants.

3 Days in Arrears	Reminder SMS
5 Days in Arrears	Email & Phone call
7 Days in Arrears	SMS & Phone call
10 Days in Arrears	Final Notice – Email & Phone call
15 Days in Arrears	Notice of Termination By Mail & Email



WARATAH ESTATE AGENTS

Understands the value of a property asset and feels privileged when a client entrusts the management of that asset to our safe and professional hands.

“ We are committed to providing the best service and property advice, ensuring that we communicate with you frequently and efficiently.

We want you to relax, knowing that your property is in the care of our trained and professional team of property managers. ”





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