



Property Management Information Booklet

**RPM Real Estate Group Pty Ltd
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RPM overview

RPM Real Estate Group was formed in 1994 to provide a new and focused alternative to the marketing of residential land, both developed and undeveloped.

RPM Real Estate Groups success has now grown to a full time staff of more than 50 employees, with specialised experience ranging from sales, management, acquisitions, development, property research and specialised property management. The exponential yet measured growth has been such that in 2011 alone, RPM was responsible for more than \$650 million dollars worth of property transactions.

With the company acquiring the services of one of Melbourne's most experienced and qualified Senior Property Managers, our Property Investment and Management Division, specifically aimed at the residential property investor, will complement our already successful Estate Management, Broad Acre and Research divisions.

our company approach

Given that property as an investment is a physical asset, this asset needs to be managed and maintained in a competent and professional manner to maximize potential return while being held, and growth, when being sold. For these reasons we believe investors need to appoint experienced, qualified and professional managers to manage their investments, as they would with any other area of their chosen investment portfolios.

At RPM Real Estate, we do not take shortcuts. We have a large team of experienced property managers to professionally manage your property and protect your investment throughout every step of your property investment journey.

our team

As a Director of RPM Real Estate, **Peter Grant** is a fully licensed Estate Agent with over 17 years experience within the property field. Peter has continued to further his property knowledge with a degree in business from RMIT University's School of Property, Construction and Project Management, paying particular attention to the areas of property law, finance and marketing.

Eric Dick, the Managing Director of the RPM Real Estate Group Pty Ltd (RPM) has a history of establishing strong business relationships and has extensive knowledge in this field having run a Property Management department for over 25 years with his previous company Nicholas Lauder.

Di Coad is responsible for overseeing the Property Management Department. Her primary role is to implement new systems and structures in order to continuously improve office procedures and ensure a high level of customer service is achieved at all times. Di is a fully licensed Estate Agent, and brings with her a wealth of industry knowledge that she has gained over her 14 years in real estate, including owning and operating a small property management agency in Brisbane. Di has worked in Property Management across the country and is well versed in each states legislative requirements. An excellent reputation precedes her and she continuously strives to exceed client expectations.

why choose us?

At RPM Real Estate, we are dedicated to doing exactly what our clients require with streamlined systems and procedures, a solid team structure and a well-known reputation for integrity.

We pride ourselves on having:

local knowledge

Our property managers are locals that know the local real estate market 'like the back of their hands'. This can make all the difference when choosing your property manager. We are able to relay current market conditions, including vacancy levels and tenancy supply & demand trends.

save you time, money & stress

All team members are licensed, experienced and qualified to attend to all matters concerning your investment, saving you the stress of the day to day management of tenants. We ensure that you receive maximum return on your investment.

focus on capital growth

Our goal is to increase your return by ensuring all maintenance issues and general property upkeep are attended to, thereby helping you to ultimately make a higher level of capital growth when the time comes to sell.

competitive & deductible

Although we have standard fees to cover the costs involved in managing your investment, we tailor our fee structure to suit your needs and all fees are tax deductible.

our service

Our service is simple. We follow your property every step of the way so all team members are familiar with your property through open communication right from your very first tenant with systems in place to ensure nothing is overlooked.

From the first inspection and through to the thorough application process, we make sure we are putting the right tenant in your property. This is beneficial to both you, the landlord, and for the prospective tenant. By accompanying prospective tenants on inspections, we are able to ensure the security of your property and the building as a whole is not compromised, whilst at the same time qualifying the prospective tenant to ensure a trouble-free tenancy.

accounts & statements

We offer disbursement of your rental monies each week via direct deposit. This means once your tenant has paid their rent you receive it within the same week. We provide a statement of all income & expenses which is emailed to you along with your payment.

As well as invoices for maintenance, we can also pay council rates, body corporate levies and landlord protection premiums at no extra charge. This can often be useful for when we provide End of Financial Year statements as it totals all accounts paid for the financial year, making it easier when preparing your tax return.

arrears

RPM has a strict daily arrears management system in place in accordance with the Residential Tenancies Act. Tenants are encouraged and educated to pay the full rental amount in advance, to ensure your investment works for you. Tenants are offered a number of different options, including BPay, Direct Deposit, Credit Card, Bank Cheque or Money Order.

inspections

We will conduct thorough entry and exit inspections of your property at each tenancy changeover. This includes detailed photographs to ensure your property is maintained in the highest possible condition at each changeover.

With all new properties, detailed pre-settlement property inspections are carried out with the client to assess the cosmetic finishes of the property prior to settlement and hand over. A second inspection will then be carried out prior to the expiration of any defect warranty period on behalf of the property owner.

Routine inspections are carried out initially after three (3) months, then subsequently every six (6) months. As part of this service, we ensure your property is being maintained by the tenant and act on any maintenance required as a priority.

marketing

As with all other areas of your investment property, our approach to advertising focuses on maximum return for minimum expense. With this in mind our goal is to maximise exposure to prospective tenants while at the same time remaining aware of the costs involved with property promotion.

To reduce vacancy periods, and increase the choice of prospective applicants, the advertising process must be carried out prior to the availability date with promotion via;

- Various websites
www.realestate.com.au
www.realestateview.com.au
www.rpmrealestate.com.au
www.domain.com.au
and many more...
- Rental list displayed in both Point Cook & South Melbourne offices
- Signage on the property

All of the above methods have proven very successful as we cover every aspect of your tenant enquiry and are an imperative part of finding a great tenant in the shortest possible timeframe for your investment.

the tenant selection process

One of the most important factors to ensure a successful investment within residential property is not only the experience of the property manager chosen, but also the quality of the tenant chosen by the property manager.

After meeting with the prospective tenant, a detailed tenancy application form is then required so our office can perform the many reference, credit and employment checks required to meet all eligibility criteria for the approval of the application. Prior to the commencement of the lease, one calendar month's rent in advance will be collected from the tenant, along with another months rent as security (bond).

We are happy to provide detailed information regarding the leasing process, and lease terms with you (more than 50 in total) should you have any queries in relation to this process.

maintenance

Except in the event of an emergency, your property manager will contact you to obtain approval for any maintenance required at your property.

RPM has a team of licensed tradespeople to attend to your property maintenance requirements; however, you are also able to nominate your preferred tradespeople should you wish.

lease terms & conditions

Unless otherwise requested by the client, a 12-month initial lease term will be negotiated with the tenant during the application process. This period allows us as your agent to constantly monitor the state and level of the market on an annual basis, and increase your rent accordingly should the market rates increase while at the same time allowing you the security of fixed leases each year.

We also pride ourselves on constantly monitoring and providing you, the investor, advice on the rental pricing market, to ensure you are gaining the maximum rental return on your investment. Our Property Managers are focused on reviewing your rent at each lease renewal. There may be times however, that your property is at its maximum value for that term and does not warrant a rent increase at that time. In that instance, again, your property manager will be well aware of the market and contact you to discuss further in detail.

As time goes by with your investment, we can also suggest improvements during or between tenancies in order to gain the best rental price possible for your home.

our fees & services

Our fees are based on what we can do for you and are in line with the current industry standards, however they may vary depending on property type, location, or number of property's held per client:

Management & Rent Collection: 7.0% (plus GST)

- Overall day to day management	- Collection of rent
- Daily arrears management	- Organise & co-ordinate maintenance
- Regular rent reviews	- Lease renewals or terminations
- Regular inspections & written report	- Dispute resolution (if required)
- Payment of maintenance invoices, council rates, insurance as required	- Co-ordinate any valuations / inspections as required
- Provide legislation advice to both landlord and tenant	- Finalize vacating tenant at end of each tenancy

Letting: 3.0% of annual rent (plus GST)

- Show the property to prospective tenants	- Processing of new tenant applications
- Checking tenancy databases for defaults	- Preparation of new lease, associated documents and keys
- Entry condition report, incl photographs	- Lodge bond with the appropriate Authority

Advertising: \$300 (plus GST)

- Photographs for advertising	- Place on multiple websites & rental lists
- Organise signage at property	- Advertise Open for Inspections

Administration: \$2.00 per month (plus GST)

- Phone & fax charges	- Weekly & end of month disbursements
- Bank charges	- Postage charges
- Payments to creditors	- Statutory taxes

Incidental Expenses (at cost per occurrence)

- Attend Tribunal Hearing (if applicable)	- End of financial Year Statements
- Furniture Inventory Preparation	- Oversee refurbishments if required

Our fees are fully tax deductible – consult your tax accountant for further information.

testimonials

"I wanted to take the time to thank you personally for all of your help. We dread to think of the emotional and financial mess we would be in had we not been fortunate enough to have engaged your services as our property manager.

We would also like to especially thank you for finding us such high quality, reliable, rent paying tenants, through the time you managed our property.

We look forward to work with you in the future and personally would not even consider enlisting another property manager"

Mr & Mrs Rutherford, Qld

a final thought....

We hope you found the information in this booklet helpful. We do not like to overload you with information regarding all the services we offer. We would prefer to demonstrate to you personally.

At RPM, we pride ourselves on providing professional and reliable service in all aspects of our business, which is why our property management department's skills, experience and qualifications are second to none. We believe that if you're dealing with stockbrokers, lawyers or accountants, you deal with tertiary qualified, experienced professionals! Why should your property investment be any different?

Please contact Department Manager, Di Coad, should you wish to find our more about us and give us the opportunity to provide you with the service excellence you can trust.