

Astute

Property Management



WELCOME TO ASTUTE REALTY SOUTH EAST QLD

Introduction

Astute is a Boutique Real Estate Agency locally owned and Managed by Tammy and Phil Game. We are passionate about our local community having lived at Hope Island, South East Queensland with our four children for the past 10 years. We are different from other Property Management business's in that we work, live and raise our family in the local community as we are proud to be part of the community and all that it stands for. We strive to be at the leading edge of technology and offer our clients many extra features such as a money back Service Guarantee, and distribution of Landlord rental income WEEKLY instead of monthly.

The secret to successful investing is ensuring your investment property is well managed and you have the best possible tenants in place. Astute Property Management provides a number of property management services:

- Locating high quality tenants.
- Ensuring your property is well cared for and properly maintained.
- Administering all associated property management paperwork.
- Advising on market movements in regards to rent, timing of rental reviews,
- Ensuring landlords are aware of the availability of insurance, depreciation, etc

It is our aim to be the best Property Investment Management agency in South East Qld and your business is valued. At Astute Property Management we have a team of specialists to take care of all your property investment issues. Our team is dedicated to delivering on our commitments and to keeping you informed.

WHY SHOULD YOU CHOOSE ASTUTE PROPERTY MANAGEMENT?

Our mission's simple; firstly, to take the hassle out of owning an investment property and secondly to help our owners achieve the very best return on their investment.

When renting with us, we will guide you through the entire rental process. Our agency will give you detailed information on recent rentals within your area to ensure you are getting the maximum return for your property in the market place today.

So whether you're a professional investor, just dipping your toes into the property market for the first time or even if you're a home owner moving away from your family home and need someone to look after it until your return, you've come to the right place.

PROPERTY MANAGER & PERMANENT LETTING

Property Manager

The Property Manager leads the team, oversees management of your property and is responsible for daily property management issues, including tenant selection, vacating, and maintenance and arrears control.

A key role of the Property Manager is to show the property to prospective tenants, receive applications, conduct reference and background checks and liaise with the Management Team on the quality of tenant applications. In addition the Property Manager will complete detailed and comprehensive Entry Condition Reports on your property.

Permanent Letting

Typical lease agreements are between six and twelve months and the tenant will be responsible for electricity, phone, cleaning and returning the property to the condition they found it when they moved in (subject to reasonable wear & tear). The owner's expenses include general maintenance (appliances malfunctioning), pest control, rates and body corporate levies (if applicable).

We hope that the above information has been useful and should you require any further explanation, please do not hesitate to speak to any of the Property Management Team.

We would be delighted to hear from you.



10 REASONS TO CHOOSE OUR PROPERTY MANAGEMENT DEPARTMENT

1. Dedicated Service to Your Investment

We believe our service dedicated to your investment ensures that you receive the maximum return possible. You are not just another “number” to us. We care about your future financial success. When advertising your property we use our website plus realestate.com.au.

2. Service Guarantee

In consideration of the trust you have shown towards our Agency, we guarantee to provide you with the best possible service in the management of your investment Property. If you are not completely satisfied within the first 3 months – we’ll refund the management fees. We’re different to other agencies – we don’t give you empty promise, most likely forgotten after the first 3 months. We give it to you in writing, so we are all aware of the level of expectations. We survey both our landlord clients and our Tenants to continually improve our service.

3. Local Knowledge

Our property management team is always aware of what is happening within the rental market in our area. This knowledge helps you to maximise your rental income and keep vacancy levels to a minimum.

4. Tenant Awareness Programs

To better maximise your rental return, we believe that it is important to keep your tenant happy and comfortable in their new home. This will mean that they will stay longer. Our office has produced many brochures to ensure that they are familiar with our local area.

These include:

- Locality maps
- Local phone numbers of businesses and community organisations
- Details on bin collections
- Easy to read instruction manuals for common appliances

We also aid your tenant with phone and electricity connections and quotes for pool or garden maintenance.

5. Inspections

Before your tenant moves in, they are given a detailed condition report, including photos, which is completed by your property manager. We carry out routine inspections to monitor how they are maintaining your property. We are very diligent in following up any irregularities and will also send you photos on how the property is being kept.

6. Financial Accounting

Our office is proud to distribute your rental income WEEKLY ensuring your money is in your account working for you sooner. This distribution is accompanied by a weekly statement which is emailed to you. We will also produce an end of financial year statement that details all the information that your accountant will require for your tax return.

This information will relate to the transactions that have been undertaken by our office on your behalf.

7. Repairs & Maintenance

Our team uses the services of trades people who are fully licensed, insured and trained within their professions when maintaining your property. We also believe that fast and prompt service is required when carrying out repairs to keep your tenant happy. Prior to a new tenant moving into a property, we find that if it has been professionally clean, this will then eliminate any disagreements at the end of a tenancy.

8. Staff

The staff within the Property Management department regularly attend training seminars to stay current with legislation changes. Our team is dedicated to providing a professional service to you.

9. Sales Team

Our sales team is always on hand to provide you with an accurate Market analysis on your property.

10. You

You are very important to us and we value your input at any time. One of our goals is to always look for new and better ways to service our clients. Should you have any suggestions, we welcome your input.

LANDLORDS INSURANCE

Astute Property Management can also help you with landlords insurance.

As your professional Property Manager, we do everything in our power to maintain the rental income and condition of your investment property.

However, as diligent as we are in our role, sometimes circumstances can arise which are completely outside our control, such as your tenant losing their job or their relationship breaks up, and they can no longer pay your rent. The media is increasingly reporting horror stories of properties being intentionally destroyed by uncaring tenants. You may have even experienced this yourself or know someone who has. When something unexpected like this happens, good insurance cover is worth its weight in gold!

As part of your investment portfolio strategy, we urge you to please consider taking out Landlords Protection Insurance. The annual cost is approximately \$400 and this can be claimed as a tax deductible expense against your property.

Please ask one of the team for more information.

Maintenance / Repairs

Astute Property Management has a ready team of professional and licensed tradespeople to take care of your property. You will receive a copy of any invoices with your end of month statement.

RECOMMENDATIONS TO PREPARE YOUR PROPERTY FOR LEASE

Legislative requirements and other steps to be attended to prior to a tenancy

- The premises and inclusions are to be clean and are to comply with local and state authority building regulations with it being safe and fit to live in
- A Safety Switch is to be installed for the Power Circuit
- All windows and doors including cupboard doors open and close easily
- All locks are secure and operate effectively with keys
- Full set of keys to be provided – one set for the managing Agent and two full sets and access keys and remotes if applicable
- The Property provides adequate security to enable Tenant/s to obtain contents insurance for personal items
- Carpets are professionally steam cleaned
- Pest control is current – annual service is a requirement
- All houses and units in QLD must have installed at least one nine volt battery-powered smoke alarm (depending on the floor layout) as a minimum legal requirement. A smoke alarm must be installed on or near the ceiling on any storey; between any area containing bedrooms and the rest of the house or unit eg hallways and on a storey not containing bedrooms on the most likely evacuation route from the storey. Recommendations are hard wired or 10 year lithium battery smoke alarms for cost effectiveness and reliability. (Fact Sheet available upon request) We recommend that you engage the services of Smoke Alarm Solutions who for an annual service fee will check the Alarms each time there is a new tenant or annually whichever comes sooner
- All buildings that are not stand alone houses or townhouses are to comply with Building Fire Safety Regulations. Compliance is the Owner's responsibility. Unit Owners are to check with the Body Corporate to confirm compliancy and annual requirements have been met or, if no Body Corporate is appointed, then Owners are require to arrange a qualified Company to ensure compliance is met as per the Regulations
- Telephone line installation approval has been given. (Tenant is responsible for the connection)
- If a unit or a townhouse – a copy of the By Laws are to be provided to the Managing Agent

If it is your own home being rented out, then we suggest the following:

- Re-direct mail via Australia Post
- Notify the Council of your forwarding address for Rates Notices which may be directed to us for payment
- Notify Energex, gas, phone and other utility companies to finalise accounts if applicable, and provide your forwarding address details
- Notify your Insurance Company & Mortgagee Holder of the change of occupancy status
- Talk to your accountant about the need to have a Depreciation Schedule prepared for Taxation purposes
- If water consumption costs are to be passed onto the Tenant ALL the minimum criteria is to be met as legislation requires. A water efficiency certificate is to be obtained from a certified plumber – we can arrange this for you if necessary. (Fact sheets available upon request on How to be Water Wise and Water Wise Rebates)

- If your Property has a pool, ensure it meets current Government Regulations in regards to fencing, CPR signage and water consumption/use. Fact sheets are available upon request. A Pool Compliancy Certificate is required from a licensed operator – we can arrange this for you if necessary. You will need to ensure there is power to the property when vacant to maintain the pool
- If the Property is under a Builder's Maintenance Warranty, the Agent will endeavour to have the Builder attend to any defects/repairs required during the period. However it will remain the Owner's responsibility to ensure items are followed up and rectified. Should the Builder not attend to urgent/required items under the Tenant's Lease Agreement, then the Owner authorises the Agent to employ qualified Tradespeople to attend to the requirement and the Owner will seek reimbursement from the Builder for payment
- Landlord Protection Insurance. Whilst rental reference checks are completed as thoroughly and as lawfully permitted, we can not predict or know how a Tenant's future ability to meet their tenancy obligations can be affected e.g. in event of death or long illness, loss of job, relationship split etc. We recommend all Lessors arrange an insurance policy to protect their investment. Bro- chures are available upon request

Other recommendations

- Contents Insurance for your Property's fittings and fixtures – may be included with your Property insurances or incorporated in a Landlord Protection policy. As your Managing Agent we require that you have Public Liability Insurance for your Property. If your Property is a unit the cover must include the internal unit space. NOTE: Public Liability under the Building Insurance, taken out by the Body Corporate, only covers the common areas. It does not cover events inside your unit
- Provide Agent copies of operating instructions or manuals for appliances or other items which Tenants require instructions to use
- Provide Agent with Warranty details for any applicable item or building works, if applicable
- Exchange or arrange for the normal light bulbs to be exchanged for Energy Efficient Light Bulbs
- Pre-place picture hooks on walls in best locations – this helps control placement and number of picture hooks allowed and protects walls
- Leave specific cleaning instructions for specific items eg solid stove hotplates - we strongly recommend you supply a set of covers for the plates as inventory items, as well as a tube of the element cleaner
- Arrange for lawns and gardens to be trimmed and maintained regularly until Tenant commences lease. Untidy lawns / gardens do not attract Tenants
- Plan for a 'pre-Tenant' spot clean which may be required following leasing activity and just before a new tenancy begins
- Weed and mulch the gardens if applicable
- Consider installing water saving devices to meet requirements of Local Council Water Restrictions. Optional: Installation of Rain Water Tank (rebate may be applicable from Local Council and State Government)
- Consider including lawn/garden or pool maintenance in the rent. We can arrange quotes for regular services and adjust the recommended rent accordingly



PERSONAL PROFILES

Tammy has been involved in real estate and Investing for the past 10 years, both personally, with a substantial property portfolio, and in a business perspective through Astute Realty and Astute Investments. Whilst her professional background originally stems from the medical industry she is passionate about bringing the core beliefs of client focus, quality service and continuing professional development through to Astute Realty.

“We provide a complete service where client’s can take comfort knowing as owner of the business I take a ‘hands on approach’ and am personally available to assist client’s.” “I am involved in all levels of the business, however have a very experienced and dynamic team who work hard to ensure every property is well cared for, as are tenant’s, so that Landlord’s can expect maximum return on their investment .

TAMMY GAME

Director



PERSONAL PROFILES

I was very excited when the opportunity arose to work for Tammy & Phil Game as the manager for Astute Realty QLD; in fact I jumped at the chance. We are very alike in that we pride ourselves on our work ethic and we have the same vision for creating a really phenomenal real estate business. We see ourselves as young and fresh and really want to bring some new and exciting things to the world of real estate. It's definitely time for a change from real estate business as it has been.

We understand what is wanted from personnel in property management and sales in the real estate industry as we have all been tenants, homeowners and property investors. We know what service level we expect from other service providers and we want to give that same level of service to you.

We want to be the agency that our customers happily refer our name and reputation onto their friends and family because they have received such a wonderful service (finally) from real estate professionals who care, most importantly, about our owner's best interests.

I began my real estate career 18 years ago as a trainee. Over the years I have worked in every aspect of real estate from receptionist, contracts administrator, property manager, office manager, body corporate secretary, sales support and sales.

I now work with Tammy and Phil to offer you a service that is different from the rest. We will be striving to be the best, and we are very much looking forward to speaking with you about how we can assist you with your financial planning and investment decisions, acting as buyer's and seller's agents, or handling your very important investment property with ease and precision to every detail from new builds to long standing investments.

Call today to see how we can save you \$1,000's per year off your mortgage for your investment property. Or, if you would like further information on our sales or property management service I would be happy to speak with you or meet you directly.

DAVINA RHODES

General Manager



PERSONAL PROFILE

Licensed Real Estate Agent and Financial Planner, Masters of Business, Bachelor of Engineering, Diploma of Financial Services, Licensed Financial Planner and Real Estate Agent.

Licensee Phil Game has been involved in real estate for the last 10 years after following his passion for real estate and turning it into his Profession. He is a licensed financial planner with an Engineering Degree, Masters of Business and a financial Diploma, however he spent 14 years as an officer in the Australian Army flying Military helicopters. His time in the Military has taught him Loyalty, Camaraderie, Honesty and Friendship. He applies these same attributes when dealing with his clients and prides himself on a professional and caring company.

Astute was created with a holistic view and solution to Real Estate from Property Management and Sales, through to Financial Planning, Finance and Investing. We recognize that life is busy leaving people with little time and resources to ensure that their future in Real Estate is secure. There's only one thing more important than understanding the past, and that's knowing about where you want to be in the future. We aim to guide you to that goal.

PHIL GAME

Licensee

SERVICES

Our services whilst managing your property will include but not be limited to

1. Rental collection
2. Processing tenant applications including reference checking not only with previous agents, employers etc but with the Australian wide Tenant Credit Bureau known as TICA – this is a service that agents use to lodge tenants who either leave properties without paying the rent and/or wilful damage to the property
3. Lease preparation. All applications referred to you for approval
4. Entry condition reports including extensive photography
5. Routine inspections – to ascertain that the tenants are looking after your property and to make sure that they are letting us know when something goes wrong. Minor repairs can sometimes escalate into major problems when not attended to immediately
6. Renewal of leases with appropriate guidance from us pertaining to rental increases and the general rental market. You will be notified well in advance when your tenant's lease is due for renewal to give you ample time to consider your options
7. Management of the property ie arranging any maintenance which may be required – if repairs are major then we would obtain quotations for your perusal
8. Notification when your tenant gives notice to vacate
9. Notification if your tenant is behind in their rental payments when the relevant notices are issued
10. Checking out of the property when your tenant vacates ensuring that it is returned in the same condition (save fair wear and tear) as when their lease commenced
11. Bond return and the arrangement of any cleaning etc that the tenant may have to do before having their bond returned
12. Advertising prior to the tenant vacating to minimise the vacancy time



“We believe the business of real estate is about more than bricks and mortar. It’s about people, homes, neighbourhoods and communities. It’s about raising families and creating wealth. It’s about living comfortably and belonging.”

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