



# ABOUT

PROPERTY MANAGEMENT



## PROPERTY MANAGEMENT SERVICES INFORMATION

### ABOUT PROPERTY MANAGEMENT

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## MEET ABOUT PROPERTY MANAGEMENT -and Discover the “Boutique” Service You Deserve

As a family-run agency, our core values are based around providing a boutique service for our clients. To us, boutique service means unrivalled attention to detail that the big franchises simply can't match. For example, with **About Property Management** our clients deal exclusively with the business owners, ensuring service excellence is achieved at all times.

We consider ourselves an innovative business that strives to be different and although we're a fresh agency, our team has many years' experience around property management. Through our experience, we have identified some common shortfalls within our industry and it has been our priority to avoid the same shortfalls since our inception – we do this by always ensuring diligence and superior communication with our clients. Property Management is our only business so we're experts in the field.

At **About Property Management**, our goal is to develop long-lasting relationships with our clients based on trust, integrity and – most importantly – quality service. We start by working with you to create a dynamic marketing strategy to ensure your property is leased out in the most effective and efficient manner. We strive to maximise the return on your investment by keeping your vacancy period to a minimum and sourcing quality tenants.

Please take a look through the rest of this brochure and learn why **About Property Management** is the best choice to manage your property portfolio.

## THE TEAM

**-We're Ready to Work for You!**



### **Melissa Majewski**

#### **Senior Property Investment Manager & Director**

Melissa began her real estate career in 2008 working for a major real estate brand and is experienced in all aspects of property management.

With her exceptional organisational skills, ability to multi task and work under the most stringent time restraints, her clients can be sure of the very highest level of service ... she also has excellent knowledge of the RTRA Act ensuring best practices are always followed.

Melissa's passion for property management and dedication to provide the very highest level of service is what eventually inspired her to launch About Property Management with her husband, Robert.



### **Robert Majewski**

#### **Business Development Manager, Principal & Director**

Robert has a business ownership background and a strong focus on the customer experience. Prior to launching About Property Management, Robert owned and operated About Installations which proudly sustained a perfect 5 star rating up until its cessation.

In working with various real estate agencies for almost a decade, he saw there was much room for improvement in the real estate sector. This inspired him to launch About Property Management with his wife who already excelled in property management and possessed the experience to make their venture a success.

Robert's previous experience in business ownership, strong focus on customer satisfaction, along with his trade background have proven to be very useful in property management and compliment Melissa's skillset perfectly.



With the boutique style service of **About Property Management**, your investment will receive the attention of both Robert and Melissa, which means all matters will be taken care of promptly and efficiently. Unlike larger franchises, at **About Property Management**, the business owners are directly involved with every detail, ensuring you receive excellent service.

We're much more than a property listing agent. We bring experience and dedication that will ensure your properties rent quickly and you get maximum returns. We'll work with you to understand your requirements and then find the right tenants for your property -- FAST. Our goal is to provide a valuable service that builds trust and a long-term relationship.



## Dedicated management means **better results**

- Short vacancy periods put more money in your pocket. We go above and beyond to accommodate the needs of your prospective tenants, including showing the property after hours up until **8pm**
- Enthusiastic property managers that provide unrivalled personalised service. So you get real peace of mind that you've put your property in the right hands.



## What makes about property management your best choice?



### **After-hours inspections.**

Most tenants work during the day, so we've adjusted our hours to meet their needs. We offer after-hours inspections up until 8 p.m. That often helps us have a lease signed before the weekend – and before prospective tenants have a chance to inspect your competition.



### **We're small, so you get BIG benefits.**

Today – with the way tenants search for rentals online – a shop front is no longer a necessity and we operate from a home office. Since our overhead is lower, we can operate with a much smaller portfolio than our competition, thus allowing us to provide a more comprehensive service and dedicate more time to your investment. Our point of difference also means added convenience – because we come to you. Meet us at your local cafe, and we'll shout you a coffee or tea.



### **Property management is all we do.**

That makes us experts in our field and we don't get distracted by having to shift our attention to sales.



### **You'll work with the agency owners.**

Every property is directly managed by Melissa and Robert, the owners of About Property Management. You don't need to worry about constant staff turnover that some agencies face and can be confident you'll be dealing with the same property manager in the future. We know our success depends on delivering the best possible service, so we'll work with you to guarantee your total satisfaction.

Our business model is built on referrals. So you can be sure we'll continuously strive to offer quality service to all our clients.



### **In Brisbane, we're here, there and everywhere!**

Unlike most real estate agencies, About Property Management isn't limited to a certain area. For maximum convenience, we manage properties throughout most of the Brisbane region. So there's no need for you to deal with multiple agencies if you have multiple properties.



### **We communicate better!**

Effective property management is all about a commitment to building a professional and open relationship with you and your tenants. Our systems and procedures ensure regular communication to keep you informed about all aspects of your investment. Our management system also provides the added convenience of an online portal to keep you up to date on your property and give you instant access to a wide range of information, including financials, invoices and maintenance. A separate tenants' portal offers ongoing communication with your tenants.



### **We stay on top of maintenance!**

We strive to contact you as soon as maintenance issues arise to seek your instructions. We also provide tenants with office and after-hours numbers in case of an emergency.





### **We process applications professionally!**

Our goal is to find you the right tenant. The Tenant Application Form, which is available on our website to view, includes detailed questions to provide an accurate picture of a prospective tenant's rental, financial and employment history. The prospective tenant is asked to sign a declaration stating that they have physically inspected the property for which they are applying. We expect to receive a fully completed application, which includes photo identification (100 points of ID) to authenticate all details that have been provided. We then obtain references by contacting employers and the most recent property managers as well as conducting a TICA search, which ensures applicants have not been blacklisted by any previous agents. Once we have vetted all the suitable applications, we'll provide you with a copy of all relevant information before approving an application.



### **We offer peace of mind for absent landlords!**

If you live or move away from the area, interstate or overseas, you can rest easy when your property is managed by About Property Management. Simply transfer an authority to act on your behalf. This allows us to undertake all the required management functions in your absence, while staying in constant contact with you.



### **We'll make sure your property looks its best!**

The better your property looks, the more attractive it will be to quality prospective tenants and the more rent it can command! We can advise you on how to present your property in its best possible light – to excite tenant interest and maximise the potential for a better return on your investment.



### **We can handle all the connections!**

Our MyConnect service takes the stress out of moving. This free and convenient service will connect or reconnect home services, including electricity, gas, telephone, internet, removalists and storage, cleaning services, home and contents insurance, newspaper subscriptions and Pay TV. Best of all, there's no cost to you or your tenants. All you or your tenants need to do is phone us, and we'll take care of the rest.



### **We'll help make sure you're covered!**

Many standard insurance policies don't cover the specific risks associated with investment properties and asset management. We can help you better protect the value of your investment by introducing you to professional insurance providers. They can advise you on how to protect against loss of rental income, damage to your rental property, as well as other key areas of coverage.



### **We maintain a strict arrears policy!**

If a tenant falls behind with rent, we will email a reminder immediately. After three days, we'll call to discuss and remind them to make a payment as soon as possible. After seven days in arrears, a breach notice will be issued giving them seven days to rectify. Failing the rectification, a notice to leave will be issued. Of course, you'll be kept informed throughout the entire process.



### **We can tend the garden, too!**

We can arrange general garden maintenance for your investment property. This includes mowing of lawns, edging, hedge trimming and rubbish removal. Some owners choose to provide this service for their properties as part of their lease agreement. Keeping gardens tidy is also a plus during the marketing process.

# COMMUNICATION

We understand poor communication is the most common complaint in our industry, which is why we ensure excellent communication with our landlords at all times. Below are some examples:

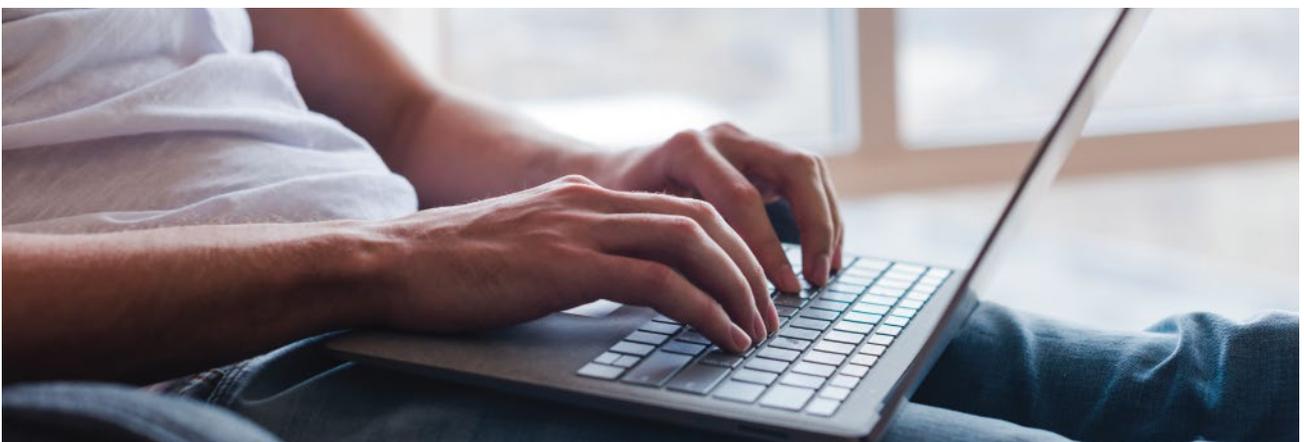
- ✓ Detailed inspection reports with photos including our recommendations on issues regarding attention.
- ✓ Prompt notification of maintenance – we seek landlord instructions regarding repairs.
- ✓ Prompt notification of issues that are likely to impact the smooth handling of the investment property, such as tenant notices. Follow-up reports regarding the outcome will also be provided.
- ✓ Monthly statements detailing the rents paid and any maintenance carried out during the month (copies of original invoices will be attached).
- ✓ Annual statements detailing the total income and expenditures for the investment property. This is a great help at income tax time since you'll get all the information you need for tax purposes in one document.
- ✓ We also offer an Online Portal which is available 24/7 for landlords and tenants

## Owners' Portal gives you online access to:

- Current financial status of all properties
- All historical statements and copies of attached bills
- All general scanned documents attached to the owner's folio
- Photos and details for the property and tenancy
- Financial activity graph
- Activity summaries for jobs and inspections

## Tenants' Portal gives tenants online access to:

- Tenant financials and paid to dates
- Their property manager's details
- Download receipts
- Routine inspection details
- Report maintenance issues



# OUR COMMITMENT

A Property Investment Manager's role involves accepting responsibility for a wide range of duties and some major responsibilities. By doing this, we produce positive outcomes for our property investment owners as well as adhering to State and Federal Legislation.

## Below is an overview of our duties and responsibilities:

- ✔ To act in the best interests of the property investment owner in accordance with governing legislation and to use our best endeavours at all times
- ✔ To let the property for the best obtainable market rent
- ✔ To promote the availability of the property as productively and proactively as possible
- ✔ To diligently select and screen appropriate tenants
- ✔ To negotiate the terms and conditions of the tenancy in the best interests of the owner and within the confines of the relevant legislation
- ✔ To complete appropriate documentation and to sign on behalf of the owner as required
- ✔ To collect the rents and other monies due, as diligently as possible
- ✔ To pay accounts, for example, property rates, insurance and Body Corporate Levies, etc. on behalf of the owner as agreed in the formal management appointment agreement
- ✔ To carry out inspections of the property as considered appropriate and requested
- ✔ To report on the position of incomes and outgoings and other issues as deemed necessary
- ✔ To provide recommendations as to the requirements of maintenance and general improvements to the property
- ✔ To effect repairs and improvements to the property as approved and/or as required urgently to protect the property and its occupants
- ✔ To advise the owner of issues in relation to tenancy legislation and the likely effect on the property as changes are legislated
- ✔ To exercise the owner's rights under legislation in regards to termination, renewal and demands
- ✔ To complete and serve all necessary documentation

## Property Management Fees

Our aim is to provide outstanding and cost-effective property management services without all the hidden fees.

Service	Cost
Letting fee	One week rent +GST
Commission	<b>Please contact us</b>
Monthly administrative expenses	\$5 +GST
Lease renewals	Included
Maintenance / repair fee	Included
Periodic inspections (3 monthly)	Included
Statements	Included
End of financial year statements	Included (posted duplicates \$8)
Mediation / QCAT court hearings	\$50 +GST per hour
Tenancy database searches (TICA)	Included
Photography	Included
<b>Upgraded Highlight</b> listing on realestate.com.au	Included for new landlords
<b>Upgraded Platinum</b> listing on domain.com.au	Included for new landlords
Smoke alarm compliance	At cost (\$69-\$99 annual fee)
Change of share tenant	\$50 +GST (reimbursed by tenant)

## Compare our service with your current property management agency.

		Your Current Agency
Private, after-hours inspections with prospective tenants – up until 8 p.m.	✓	
<b>Upgraded</b> ads on RealEstate.com.au and Domain.com.au – at no cost to you.	✓	
Dedicated business owners directly managing your property, ensuring service excellence	✓	
Specialising in property management only – no sales to distract us	✓	
Leasing consultant specialists trained to negotiate the very best rent for your property	✓	
Modern cloud based software with an Owner's Portal to keep you up to date on financials and provide full access to critical documents	✓	
Large service area of greater Brisbane – ideal if you have multiple properties in various suburbs	✓	
Modest portfolio– no more than 99 properties per manager – well under the industry average to ensure your property gets the attention it deserves	✓	