



Frequently Asked Questions

About Property Management

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My current agency keeps changing my property manager. How can About Property Management ensure this doesn't occur if I move my management over?

This is the most regular complaint we hear and an issue that's far too common within the real estate industry. Besides being frustrating, it can also lead to management issues as well as a breakdown in communication.

Fortunately this is not an issue we face at About Property Management. With our agency, your property managers are the owners of the business, so you have the security of knowing your property manager will still be here for years to come. By having the business owners directly involved in managing your property, you'll also experience the superior service that comes with it.

My current agency has poor communication. How will About Property Management ensure I remain informed about my property?

We believe the primary reason many agencies struggle with communication is that their business models require a single property manager to oversee a portfolio of 150-200 properties. This can result in excessive workloads and lack of time, which then inhibits the quality of service a property manager is able to offer.

In our opinion, it is not possible to provide a premium service with a portfolio of that size. That's why our business model is based on a maximum of 100 properties per property manager. With our modest portfolios, we are able to dedicate adequate time to you and your investment, ensuring service excellence is achieved at all times.

We also offer an Online Portal to supplement our service, which is available to all our landlords and tenants 24 hours a day 7 days a week. All financial information, routine inspection reports, maintenance progress and associated property documents can be viewed via the Online Portal.

My current agency is not following correct procedures. How does About Property Management ensure correct procedures are followed to mitigate potential liability issues?

Are you experiencing poor record keeping, lease renewals not being followed up, legislative requirements not being followed, routine inspections not being conducted, or smoke alarm inspections not being booked? Unfortunately this is far too common and landlords are generally unaware of these things until it's too late.

These types of issues can result in unfavourable outcomes at QCAT or even insurance claims being denied. At About Property Management we constantly ensure we're up to date with current legislation and follow strict procedures to ensure these types of problems don't occur.

We also utilise a state-of-the-art management system to keep track of our portfolios and relevant documentation, while also performing routine audits to ensure all requirements are being met - we make sure that owning an investment property remains stress free for our clients!

My current agency is not actioning or reporting maintenance. What does About Property Management do differently?

This can be especially frustrating as it's one of the main things you expect to be done correctly and it's why you hire a property manager, right? If issues aren't promptly reported to landlords so they can be actioned, it can lead to frustrated tenants which can then result in tenants not renewing leases. Or even worse, some maintenance issues can result in additional costs if left unrectified or even create legal or insurance related problems for the landlord.

Unfortunately poor reporting of maintenance is still one of the most common complaints we hear from landlords when they are looking to change real estate agencies. It's all easily avoidable and usually caused by unmanageable workloads, mixed with poor procedures or training, which ultimately results in lack of communication from the agent.

At About Property Management, we control our workloads by assigning portfolio sizes that are well under the industry average. We also have strict procedures in place to ensure all maintenance items are relayed back to our landlords and instructions are sought within 24 hours of being reported.

What are About Property Management's points of difference?

We cap our individual portfolios at 100 properties

Our individual portfolios are much smaller than the industry standard. So you can be confident your property manager is not limited by a time restraint which ensures we can always manage your property diligently and proficiently.

With our agency, your property managers are the business owners

You'll experience 100% business owner involvement in the management of your property and also the exceptional service level that comes with it. The success of our business is dependent on delivering the best possible service to our clients. We will work with you to guarantee total satisfaction and exceed your expectations.

We conduct open homes up until 8pm

Many tenants are unable to view properties during business hours due to work commitments, so we aim to accommodate their needs by offering after hours inspections. We can often finalise a lease before tenants have a chance to inspect the competition, giving your property an edge over similar properties in the area.

We're property management specialists

Property management is all we do and that makes us experts in our field. We don't get distracted by focusing our attention on sales and work tirelessly so you can remain stress free.

My current property manager charges 6% commission. What extra value can you offer?

It's important to consider everything when comparing agencies. Looking at only the commission can be misleading since some agencies advertise a low commission, but have a number of other hidden fees. It's always a good idea to add all the fees up over the course of a year to get an accurate comparison.

You should also consider which agency will do the right thing by you and provide the best service. This includes things such as what they'll do to minimise your vacancy period and their procedures when conducting Entry/Exit Condition Reports. Once you consider everything, you are able to make an educated decision on which agency best suits your needs.

Just remember, an extra 1% commission is only about half a weeks' rent over the course of a year. Poor management or a lengthy vacancy period can be far more costly, so the cheapest agency isn't always the best option. Below is a summary of some of the extra value we offer.

Small portfolios – Our small portfolios are the reason why we provide a superior service. We can devote adequate attention to all our clients and their properties. We cap our portfolios at 100 properties, which is well under the industry average and half the size of many agencies.

Upgraded advertising – We cover the cost of upgraded advertising on Realestate.com.au and Domain at no extra cost to our landlords (saving between \$150-\$300 depending on the area). This upgrade ensures listings appear near the top of the searches and get noticed with larger images.

Proactive approach – We work tirelessly to keep vacancies minimal by scheduling open homes and arranging private inspections up until 8PM. We track and pursue every enquiry with enthusiasm, which is why we can boast a low industry leading vacancy rate.

Property management specialists – We are experts in our field when it comes to property management. You can remain stress free and be confident that your property is being managed by professionals.

No staff turnover – With our agency, the property managers are the owners of the business, so you can be confident that you'll have the same property manager tomorrow. You'll also experience the superior service that comes from a business owner that has a vested interest in exceeding client expectations.

Online Portal – This is available to all our landlords and tenants 24 hours a day, 7 days a week at no additional cost. All financial information, routine inspection reports, maintenance progress and associated property documents can be viewed in one convenient location.

What geographic area does your agency cover?

We offer our services for a majority of the greater Brisbane region, which also includes the Ipswich, Logan, Redland and Moreton Bay areas. If you're a landlord with investment properties spread throughout Brisbane, you no longer need to deal with multiple agencies.

Does your agency hand out keys to prospective tenants?

No, we arrange to meet with all prospective tenants at the property. We arrange private inspections on top of having scheduled open homes twice a week.

How many properties will my property manager look after?

We believe most issues that occur in Property Management are a result of large portfolios and time restraints. To manage a property with diligence and proficiency requires care and adequate time to ensure important details are not overlooked. This is why we cap our individual portfolios at 100, well under the industry average.

What experience will my property manager have?

At About Property Management we're not just property managers, we're the owners of the business. By having business owners directly involved in managing your property, you'll experience the superior service that comes with it. You can also be confident we are continuously trained and up to date on all legislation and requirements. You'll also get the expertise of two professionals looking after your investment at all times.

Melissa Majewski began her real estate career in 2008 and has many years under her belt working for a well-known agency. During those years, Melissa gained all her property management experience and felt she had progressed as far as she could while working for a franchise. She felt there were many areas that could be improved within the property management industry, which is what led her to launch About Property Management with her husband in 2017.

Prior to launching About Property Management, Robert Majewski operated a successful business named About Installations. For almost a decade he sustained a perfect 5 star rating by always maintaining a strong focus on service. During his time, he dealt with property managers and also observed that there was room for improvement within the real estate industry. Combined with a desire to begin a career he could continue into retirement and many discussions about starting a new agency with Melissa, it led him to complete his formal training through the REIQ.

Robert has found his trade background very useful when dealing with tradespeople and ensuring repairs are charged correctly and completed to standard. As an added bonus, he can also complete basic maintenance tasks for landlords at times. This saves landlords the unnecessary expense of booking a handyman for basic tasks like tightening a door handle.

Melissa's extensive property management experience is perfectly complemented by Robert's existing business and trade experience. As a team, they provide an exceptional service to their landlords and ensure their investment is managed with diligence and proficiency at all times.

Do you have staff available to show my property to prospective tenants six days a week?

Of course, we make ourselves available and try to accommodate the needs of every prospective tenant. We generally schedule two open homes per week for each property – midweek and another on Saturday. On top of that, we also attempt to arrange private inspections with prospective tenants and we're available up until 8pm on weekdays. There are times we have even conducted private inspections on a Sunday as well!

Does your agency have a dedicated property management department?

Yes, as our business name suggests, we are property management specialists and property management is all we do. However, we do work closely with other sales agencies if you ever need to sell your property and require a referral.

Is a director/owner of the agency involved in the property management department?

Yes, we are a boutique agency and your property managers are actually the directors/owners of the business. You'll experience the extra level of service that comes from dealing with business owners as well.

How do you promote rental properties?

Letting properties quickly is a major priority for us. To attract the right tenants and make the selection process easier for prospective tenants, we promote available properties through:

- Major property websites – realestate.com.au & domain.com.au
- Rental lists
- 'For Rent' property signage
- Open for inspections (usually 2 scheduled per week plus private inspections)
- We feature rentals on our website: aboutpropertymanagement.com.au

We make ourselves available for inspections for all prospective tenants as soon as possible and even schedule inspections after hours. This is a HUGE advantage for our landlords with the current rental market conditions as most tenants can't inspect properties until the weekend. By catering to the needs of prospective tenants, we can often finalise a lease before they have a chance to inspect the competition, giving your property an edge over similar properties in the area.

How do you select the most suitable tenant(s)?

We take extreme care screening prospective tenants. Our tenant selection process consists of:

- Our comprehensive tenancy application form
- Tenants database checks (TICA)
- Previous tenancy reference checks
- Employment and income checks
- Our 'affordability' checks
- 100 points of identification
- Social media character checks
- For students, information about college, course, VISA, and student ID
- Travel VISA documentation (if required)

Once a tenant has been selected, what happens?

The incoming tenant is given strict guidelines on how the tenancy should be conducted and the first property inspection is scheduled. This inspection is referred to as the 'settling in inspection', and is conducted two months after the tenant has taken possession. Potential difficulties are detected early and rectified before further problems occur. This also allows us to detect if the tenant is complying with our guidelines. If all is well, further routine inspections are carried out in 3-4 monthly increments.

What period of tenancy do you recommend?

In most cases we recommend 6 to 12 month leases, but long term leases such as 2 years are also not uncommon. Lease terms vary depending on individual circumstances and we have even had leases as short as 3 months as an initial trial basis.

How do you manage rent payments?

To ensure prompt rent payments, we have a fully computerised system, which provides us with an up-to-date position on a daily basis. Regular contact with the tenant ensures rents are paid on time and any requests for maintenance are quickly attended to. Late payments are immediately dealt with by issuing the appropriate notices and if necessary termination/eviction.

How do I change Property Managers?

Changing agencies is very easy and we can handle the entire process for you. Most agencies require you give 30 days' notice in writing, but some old agreements may still require 90 days' notice. This can generally be negotiated with the agency.

Can I choose who rents my property?

Absolutely! All processed applications are presented to the landlord for approval.

Can I use my own tradesperson for maintenance?

Yes, of course! We will ask if you have any preferred trades during the sign up process and keep their details on file.

What is your process when the tenants vacate?

As soon as we've received notice of intention to leave from your tenant, we'll start advertising the property in order to keep the vacancy period minimal. We'll arrange inspections with prospective tenants as we get enquiries. A vacate pack will also be provided to the current tenants with instructions on how to leave the property. Once the keys are returned, we'll conduct the vacate inspection to ensure everything is satisfactory. The bond will be held until all rent owing and outstanding invoices are paid, cleaning conducted and any potential repairs have been completed.

Do you insure the properties you manage?

No, landlords are required to maintain their own insurance cover by law.

Can you pay bills such as rates, water & body corporate on my behalf?

Yes, of course.

Can I charge water usage to the tenant?

Yes, providing the property is water efficient and individually metered. The water efficiency certificate will need to be supplied by a licenced plumber and recorded on file. If the property is not water efficient, a plumber can be arranged to make the property water efficient. Please note that tenants cannot be charged for the fixed charges on your water bill, you can only charge the water usage component. If a property is individually metered but not water efficient, tenants can still be charged for excessive usage amounts (this is usually anything over 45kL per quarter).

How long do tenants have to pay invoices such as a water bill?

Tenants are given 30 days to pay any invoices issued. This time period is required by legislation.