

Table of Contents

- Welcome
- About First National Wynnum Manly
- Meet Our Team
- Fees & Charges
- What Other People Say About Our Service
- Our Get Your Property Rented Plan
- Our Rent Collection & Arrears Plan
- Our Maintenance Plan
- Our Routine Inspection Plan
- Our Property Compliance Plan - Smoke Alarms
- Our Property Compliance Plan - Pool Compliance & Safety
- Our Lease Renewal Plan
- Our Vacating Tenant Plan
- Documents & Forms

Welcome



Thank you for the opportunity to provide you with some information regarding our Property Management services. We hope you find the information contained in this guide helpful.

The focus of this guide is to clearly and transparently set out our plan for the key areas of managing your investment property. Over many years of experience this plan has been developed and used with great outcomes. Without a defined plan, success is just good luck and we would rather ensure success than hope for it. We have tried to cover all the important points however we would be only too happy to discuss any questions you may have or provide you with additional information if appropriate.

The entire team at First National Wynnum Manly looks forward to working with you to ensure the successful management of your investment property.

About First National Wynnum Manly

Owned and operated by Ken Isaacs and daughter Kelly Isaacs, First National Wynnum Manly is committed to achieving a successful result for all its clients whether that be buyers, sellers, tenants or landlords. Ken and Kelly have years of experience combined with renewed enthusiasm to work together with their clients and achieve a "win-win" outcome for all.

The success of First National Wynnum Manly is based on a series of steps designed to nurture team spirit in the framework of a structured operation and development plan. The First National Wynnum Manly team is results oriented. Strong policies, good systems, client and customer focus and constant training all contribute towards First National Wynnum Manly's success and positioning in the marketplace. The First National Wynnum Manly name is highly respected in the area and we renowned for our negotiation skills and superior service.

First National Wynnum Manly is located on Stratton Terrace in Manly providing excellent market exposure as well as enjoying a large volume of buyer and rental enquiry.

A visit to our office will be welcomed, anytime.

FIVE THINGS THAT SET FIRST NATIONAL WYNNUM MANLY APART WHEN IT COMES TO PROPERTY MANAGEMENT

1

Stable Team. If you have had a property managed where the Property Manager changes every 3 months, you will know how valuable this is. At First National Wynnum Manly we have not only a stable team, we also have a good ratio of properties to staff – giving the team time to properly manage your property. Finally, we are a mature team with life experience that combined with our years of local property management experience allows us to achieve the best outcome for our clients.

2

A Principal Who is Actively Involved in Your Business. And not just collecting their money at the end of month. I have been actively involved in Property Management for over 20 years and know the ins and outs of day to day property management as well as understanding the bigger picture. Ideally, we work really hard not to have any problems but if there is a problem with your property, it is also my problem and I will work with both you and the team to get the best outcome.

3

Backed By A Brand With A Genuine Belief in "We Put You First". This is one of the biggest reasons we are a First National Real Estate office. First National is a collective group of agencies where the focus is on the client and what we can do for them. All the resources available through First National are designed to assist us in making that happen.

4

Dedication to Getting The Right Tenants For Your Property, QUICKLY. We all know how crucial this part is but it is a tricky balance and one that needs careful management. We have a much better plan than just putting an open home time on the internet and hoping people turn up. We also know the right tenant is more important than just any tenant, it's about having a hands on approach and the experience to know what is going to achieve a successful tenancy.

5

Great Systems and Process. Having a great team is critical, when combined with great systems and processes this equals amazing success. Rather than being content with the status quo we have looked for systems that allow us to streamline our processes, offer better service and support the hard work we do. One of the biggest features of this system you will enjoy as an owner is an Owner Portal where you can access everything to do with your property – inspections, statements, maintenance and tenancy details at any time that suits you.



Meet Our Team



Kelly Isaacs, Principal

Mobile: 0409 393 692

Email: kelly.isaacs@fnwm.com.au

With over 20 years residential real estate experience in the local market, Kelly's experience and hands on approach to the property management department of the business means that clients can be confident that the person who owns the business – knows their business.

Kelly is acutely aware that offering a good quality service comes from first offering consistent and thorough property management services and then further developing that relationship with our clients to encompass the complete real estate package.



Janelle McGregor, Property Manager

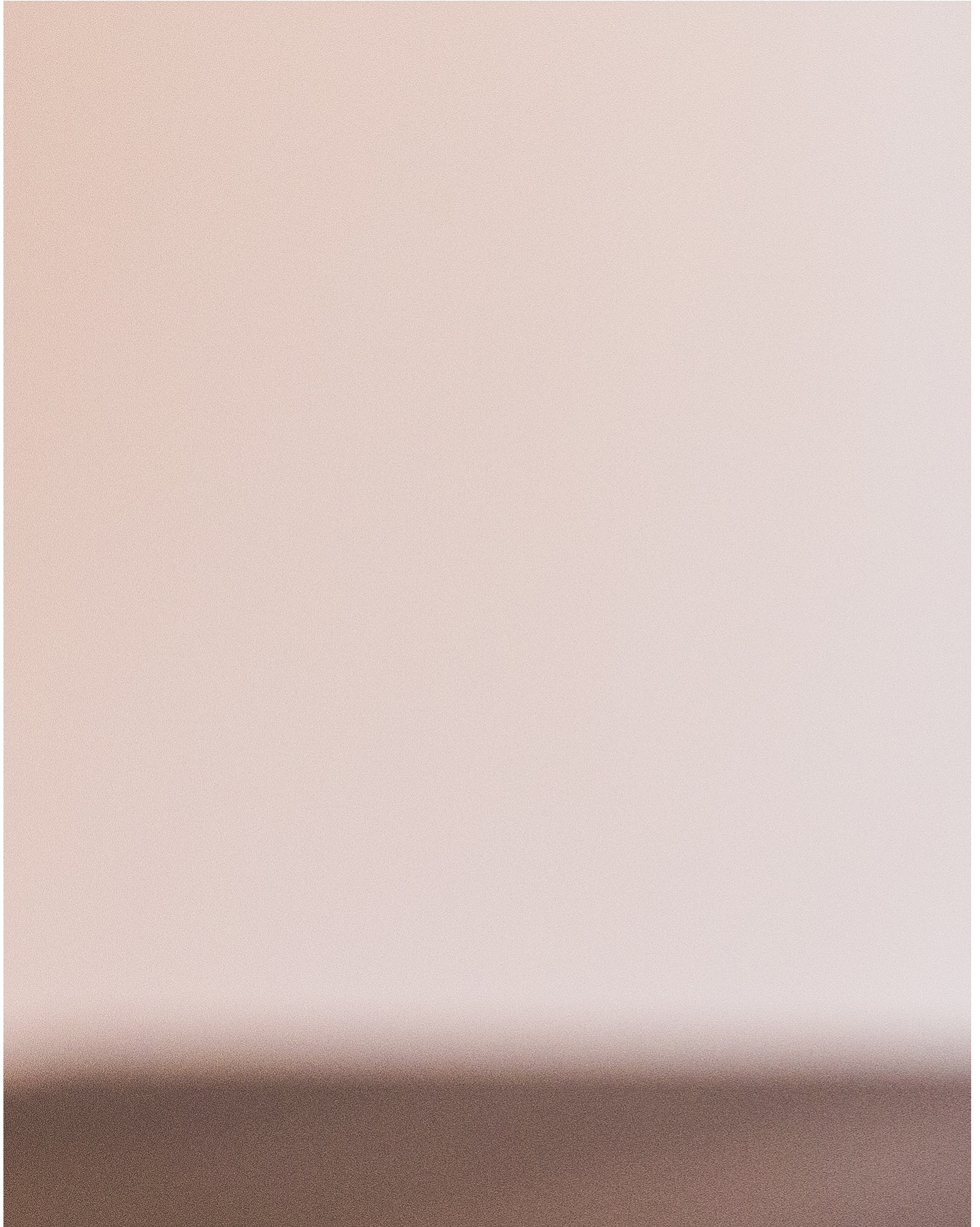
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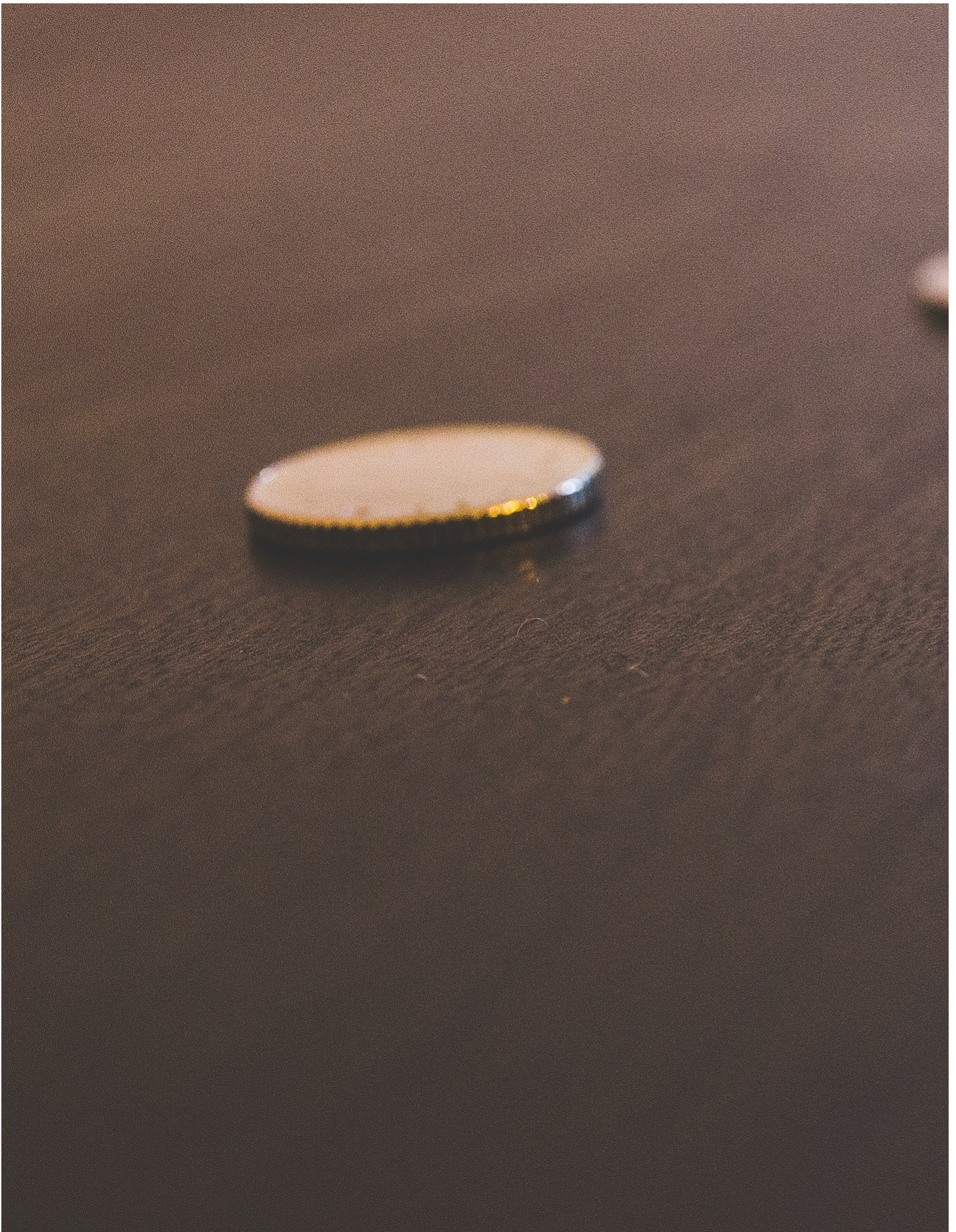
Email: propertymanagement@fnwm.com.au

Interested in property for many years and being a long term investor herself, Janelle has a very high level of understanding in asset management. Having experienced things first hand as both a tenant and a landlord, Janelle knows what can go wrong and how to avoid it, minimizing the risks to achieve maximum results.

Janelle's ability to listen and understand that every property is different and requires a personalised approach, not one box fits all, ensures that your investment property is in great hands.

Fees & Charges





We are upfront about what our fee structure is as we understand it is an important consideration in selecting an Agency to manage your property. However we urge you not to let it be the only thing you use to make your decision. Half or even one, two or three percent cheaper fees can seem attractive until it's not and suddenly you are dealing with a major problem and its costing you thousands rather than a few dollars.

When it comes to your investment property, you want to know you are receiving the best service at an affordable rate.

Please consider the following ...

One other thing to think about is what are the other fees I am being charged? Often the management fee will be lower and then there are lots of extras on top. Our fee is all inclusive and we don't (and won't) charge you extra for these services:

- Advertising
- Ingoing open homes /inspections
- Thorough tenancy application checks
- Entry condition reports

- Lease preparation
- Bond lodgements
- Re-negotiation of the lease
- Quarterly routine inspections
- Organisation of maintenance and refurbishments
- Organisation of quotes
- Processing of invoices
- Tenant invoicing for water consumption
- Providing end of year financial statements and re-issuing of monthly statements
- Attendance at the Small Claims Tribunal,
- Twice monthly disbursements
- Exit condition reports
- Bond refunds
- Administration fees
- Postage and handling

What Other People Say About Our Service

"I have had my rental property managed by First National Wynnum Manly for some years now. During this time my house has had storm damage and has had to have some extensive work done on it. First National Wynnum Manly have been extremely helpful during this time. Arranging inspections, trades people and follow up. They have been reliable, diligent and very professional while dealing with all parties involved from myself as owner to the tenants. They are mindful of everyone's needs and their responsibility. I trust the team to have my best interest at heart in all dealings with my property. They are honest, reliable, persistent and thorough. I am so pleased to be working with First National Wynnum Manly as I feel very confident that my property is being well looked after. I am currently in the process of looking for another investment property and would have no hesitation at all in seeking First National to manage it for me. I would have no hesitation at all in recommending them to any of my family, friends or colleagues".

Roslyn Dunne

"First National Wynnum Manly have been instrumental in working with our three properties to ensure our rent is always up to date and our Tenants are happy and want to reside in the accommodation, which we provide. Their success rate since they have worked for us, is constant. We are updated with routine inspection reports, emails and if required a voice call, regardless of the issue. Nothing slips between the cracks. Our accounts are paid on time monthly, as we requested and all repair works are actioned immediately. This allows our tenants to get on with life, knowing that their best interest is being managed. I am now retired, we have many properties. Before retirement, I was a Territory Sales Manager with targets of over thirty million US dollars. I trust that this letter is of some use to you in your deliberations. Please contact me at anytime to discuss this reference further"

Des Prien

"First National Wynnum Manly are one of the most talented agencies I have worked with. Their attention to detail and solution-oriented approach hits the right note with tenants and property owners alike. I couldn't recommend them enough; they are always professional and pleasant to deal with, excellent communicators and experts at containing the little and large stresses that can come with owning a rental property – you always know you're in capable hands."

Sarah McCormack

"During the time Kelly has looked after our property we have found her to be completely professional in her approach to the management. Kelly achieves win/win outcomes for us and the tenants, while still maintaining a friendly and open communication. We have no hesitation in recommending Kelly to any potential client."

Tony Clarke & Natalie Jones

Our Get Your Property Rented Plan

It is absolutely essential to get this part of the process right. Long periods of vacancy and/or poor tenant selection will significantly affect your return on your investment. We know this and have a plan to minimise the risk.

- Good quality photographs are taken and a well structured advertisement written – both with the main aim of highlighting the selling points of the property
- Your property is listed on a number of a large number of websites with the most popular being www.realestate.com.au, www.domain.com.au and www.firstnationalwynnummanly.com. It will also be visible on our First National Wynnum Manly website as well as displayed in our window display
- On the day of listing the property for rent, we will send an email with a link outlining all the details of the property to our database of over 500 prospective tenants.
- An internationally recognised First National signboard will be erected at your property (if authorised).
- We will keep in regular contact with you throughout the pre-lease period to provide an activity update including comments received by prospective tenants about your property.
- Generally by this stage our office will begin to receive inquiry on the property and we will make arrangements with prospective tenants to view the property. However from time to time, we don't get an adequate level of inquiry. But don't worry because we have a plan for that too and may discuss some of the following options with you so we can get the property rented:
 - Re-send the property brochure to our prospective tenant database
 - Allowing pets on a case by case / considered on application basis
 - Engaging the services of a professional photographer so we can show case the selling points of the property in the best possible light
 - Change the advertisement wording and photographs to highlight different features of the property
 - Review the price the property is being advertised for based on research and market knowledge

Offer incentives to prospective tenants encourage them to view and apply for the property. Once we have secured an application (or applications), the next crucial stage is conducting a thorough check on the tenants. Each tenant is immediately checked through a tenancy database called TICA. We contact at least two rental references and confirm employment/income to ensure the applicants are able to fulfill their obligations under the Tenancy Agreement. We will discuss with you all applications and their details and give our advice as to whether these tenants meet the required benchmark before approving an application. If the application is unsuitable, we will continue searching for a good quality tenant. We aim to finalise this process as quickly as possible so we don't miss out on a good tenant for your property – generally we can achieve this within one business day.

Our Rent Collection & Arrears Plan

The timely collection of rent is one of the biggest reason owners choose to engage an Agent to manage their investment property. Successful management of this process starts well before the tenant is actually late with their rent.

We understand the frustration of not receiving regular rent payments and as such we have a wide range of structures in place to avoid this including setting out the expectation at the beginning of the tenancy and rent payment methods designed to ensure the rent is paid regularly on time. We make it clear to all tenants it is the policy of this office that all rent is paid on or before the due date.

However from time to time, the tenant will fall behind in their rent payments. The process we follow to handle this situation is set out below. This of course is in consultation with you so there are no surprises.

Time Frame	Action Taken
1 to 3 Days in Arrears	Tenants will receive a text message and reminder email to advise them their rent is overdue.
4 to 7 Days in Arrears	Tenants will receive a phone call from our office to advise them that their rent is still overdue and payment has not yet been received. Tenants will also be notified that if their rent payment falls more than 7 days in arrears they could be issued a Form 11 (Notice To Remedy Breach).
Arrears at 8 days	Our office will be in contact with you to discuss the situation and the next step. Generally at this time, the tenant will be issued a Notice to Remedy Breach (Form 11) and will be advised that if payment has not been received within 7 days they could be issued a Notice to Leave (Form 12).
Expiration of Notice to Remedy Breach (Form 11)	If the tenant has still not paid the rent by the expiry date of the Notice to Remedy Breach and after further consultation with you, the tenant will be issued a Notice To Leave (Form 12), which will direct them to vacate the property within 7 days.

Our Maintenance Plan

Managing the maintenance needs of your property is one of the biggest roles we undertake and covers two main types – urgent maintenance and non-urgent maintenance. It is important that both types are handled as per your instructions and in an appropriate time frame, also taking into consideration the requirements under the Residential Tenancy & Rooming Accommodation Act 2008. Below is a summary of our plan in dealing with these maintenance issues.

Step 1	Tenants report maintenance to our office.
Step 2	A receipt of maintenance email is sent to the tenant thanking them for reporting the maintenance. This email also advises that if a tradesperson attends to the reported issue and no fault is found or it is found that the cause of the fault is tenant neglect or as a result of a tenants action they will be responsible for the payment of the fee charged by the tradesperson.
Step 3	Our office will attempt to make contact with you via your preferred contact method to gain approval for repairs. If we are unable to reach you via phone, we will send you an email detailing the maintenance request we have received and ask that you respond in a timely manner allowing us to arrange for the appropriate tradesperson to attend.
Step 4	Once approval has been received, we will issue a work order to the appropriate tradesperson and advise them of a time frame the work needs to be completed.
Step 5	The tenant will be advised that a work order has been issued to the tradesperson and they will make contact in due course to arrange a suitable time to attend.
Step 6	Once the invoice has been received from the tradesperson, our office will make contact with the tenant to ensure the work has been completed.
Step 7	The invoice will be paid and the invoice will be sent to you with mid and EOM statement.

Some of the considerations we offer when it comes to maintenance include:

- Suggestions regarding future maintenance that will keep your property in a condition which will assist to retain its optimum market value.
- Arranging quotes and maintenance on your behalf as per your instructions with qualified contractors and liaise with you to ensure you are kept up to date.
- Only using contractors hold the relevant licenses and insurances as well as ensuring all work is completed properly.

Our Routine Inspection Plan

When a new tenant moves into the property, the first routine inspection is carried out approximately one month after the tenancy commences. Following that, they will generally be carried out every 3-4 months. We use these inspections to determine if maintenance at the property is required as well as checking that the tenants are meeting their obligations under the Tenancy Agreement. Upon conducting a thorough internal and external inspection of your property we will provide you with a comprehensive report (including photos) following the inspection.

If the landlord wishes to be present at routine inspections they will need to notify our office upon signing the management agreement.

- Reoccurring routine inspections are scheduled at the beginning of the tenancy.
- At least two weeks prior to the scheduled routine inspection our office will issue the tenants a (Form 9) entry notice.
- The day prior to the inspection, the tenants will be sent a SMS reminding them of the routine inspection.
- The routine inspection is carried out by our property manager. General photographs will be taken of the property as well as photographs including damage, maintenance or potential hazards.
- If the property manager believes there is an issue or if any maintenance is required, you will be contacted to discuss this.
- A comprehensive report detailing the inspection will be sent to you along with photographs taken on the day, with suggestions from our property manager.

Our Property Compliance Plan - Smoke Alarms

Federal legislation states that landlords must ensure that their rental property is fitted with the required number of working smoke alarms, complying with the Australian Standard. Queensland Fire and Rescue Services Act 1990, states that every smoke alarm in a Queensland rental property requires ongoing maintenance. Under this legislation, property owners must ensure smoke alarms are tested and cleaned within 30 days prior to each tenancy change or renewal. Each smoke alarm and battery must also be replaced before the expiry date. The legislation prohibits the transfer of these responsibilities to the tenants.

Failure to take every practical step in this regard to ensure the safety of tenants and property may result in the dismissal of insurance claims for damage, personal injury or loss of life. Duty of care to the tenant requires both landlords and property managers ensure certain aspects of the property remain complaint.

Our office has implemented systems to ensure that compliance is met at your investment property. We have appointed Benic Electrical as our smoke alarm service provider. Benic Electrical provides an efficient and cost effective program so that your property complies with the relevant Standards and Legislation.

- At the time of renewal, we will pay the annual subscription renewal invoice on your behalf before the due date and attach a copy with your next statement which will be able to be viewed in your owners' portal.
- Benic Electrical will issue an Entry Notice - Form 9 to the tenants to advise them when they will be attending with the appropriate notice as well as a reminder text message just prior to the inspection. Benic Electrical will then visit the property and carry out the necessary tests and checks to ensure your smoke alarms comply with legislation.
- Within 48 hours Benic Electrical will provide our office with the compliancy certificate, which is saved on file.
- Dates the technician attended site and renewal dates are updated in our system. Our office checks this database to see all upcoming expiry dates to ensure the upcoming work has been scheduled.

We strongly recommend you engage Benic Electrical to test and check the smoke alarms. We understand that you may choose to carry out the smoke alarm servicing at your investment property yourself, if this is the case we can assist with the process.

[Queensland Fire Department - Smoke Alarm Information](#)

Our Property Compliance Plan - Pool Compliance & Safety

Like smoke alarms, pools are another area which is highly regulated in terms of required safety compliance. All pools must meet the current safety standard and have a current Pool Safety Certificate issued by a qualified pool inspector prior to the commencement of a Tenancy Agreement. Failure to do so may result in a serious fine or in the worst case scenario, a much more tragic outcome.

If your property (or complex) has a pool, you are required to supply a valid Pool Safety Certificate for the pool prior to the commencement of a Tenancy Agreement, in accordance with the relevant legislation. If you do not have a valid Pool Safety Certificate for the pool at your investment property, we can recommend or engage on your behalf a qualified pool inspector to assist.

Our office has implemented systems to ensure that compliance is met at your investment property both at the start of the tenancy and on an ongoing basis.

- Upon the expiry of the pool safety certificate our office will make contact with you to advise you that the pool safety certificate is due to expire.
- Our office will arrange for a qualified pool inspector to attend the property.
- Prior to the pool inspector attending the property the tenants will be contacted to advise them that the pool safety certificate is due to expire. The tenants will also be sent a brochure detailing the most common compliance issues during pool inspections. Tenants will be asked to rectify any compliance issues that they are responsible for and will be asked to contact our office if they believe there could be something else that could affect the compliance of the pool at the inspection.
- A work order is issued to the pool safety inspector with a date the work must be completed.
- Assuming the pool is compliant, we will receive the updated Pool Safety Certificate which will be filed into our system. If the pool is not compliant, we will talk to you about the issues that need to be rectified before having the pool inspector re-attend the property.
- The details of the expiry date are entered into our database. On a weekly basis our office checks this database to see all upcoming expiry dates to ensure the upcoming work has been scheduled.

Our Lease Renewal Plan

Getting this part of the process right can mean the difference between a simple continuation of the tenancy with appropriate rent being collected or a long drawn out and stressful drama where no one knows what is going until the last minute. This is not a good way to make the most of your investment and as such we have a plan to make this a simple process.

- Approximately three months out from the lease end date our office will contact you to discuss renewing the lease. We will discuss; do you wish to renew the lease, the tenants and how they have performed during the tenancy, the rent rate based on current market conditions and lease term.
- Should you wish to offer the tenant another lease, we will contact them and discuss an offer based on the discussions above. If not, the appropriate notice will be issued and our vacating plan will commence.
- Tenancy agreements will be prepared and sent to the tenant. The tenant will then be asked to return those documents to our office within two weeks.
- Once the tenancy agreement has been received by our office it is signed by our office as the Agent, filed and details updated in our system.
- A copy of the agreement will be sent to you as well as the tenant for their records.



Our Vacating Tenant Plan

This is a highly stressful time – tenants are tired from cleaning and moving and just want their bond back, owners want the property back in good condition and the new tenant wants the keys so they can start the process of moving in. A good plan and a calm demeanour allows us to ensure stress is kept to a minimum for everyone involved. Here is what happens...

- The tenant completes a Form 13 (Notice of Intention to Leave) and submits this form to our office. We ensure that the required minimum notice period is met.
- We contact you to advise and verify re-letting instructions.
- The tenant receives a letter confirming the receipt of the Form 13 (Notice of Intention to Leave) as well as a checklist that outlines their vacating requirements.
- If the instruction is to re-let the property, advertising material will be prepared and the property will be listed for rent.
- If you have a subscription with Smoke Alarm Solutions, a work order will be issued for them to test and check the smoke alarms at the property prior to the new lease commencing. If you don't have a subscription with Smoke Alarm Solutions, you will be required to perform these checks prior to the new lease commencing. Our office will provide the required forms to return after completion.
- The tenant is required to return the following to our office upon vacating as well as ensuring the rent and outstanding invoices are paid and the property returned in the same condition as it was when they started the tenancy allowing for fair wear and tear:
 - A completed copy of the exit condition report
 - All keys issued to the tenant at the commencement of the tenancy.
 - If the property has carpets, the receipt for carpet cleaning
 - If the tenant has had pets at the property, the receipt for pest control (flea) treatment.
- The exit inspection will be carried out at the property and detailed photos will be taken for comparison to the entry condition photos. A copy of this report will be forwarded to the tenant for their information. We will also contact you to discuss the outcome of the inspection. If the tenant is required to go back to the property, they will be instructed to do so.
- A final water meter reading will be taken at the exit inspection and if required the tenants will be issued an invoice for the final water charges.
- Once all items are finalised, we will arrange with the RTA to refund the bond to the tenant.

Documents & Forms

[Sample Form 6 - Management Authority Document](#)[Sample Tenancy Application Form](#)[RTA Water Charging Fact Sheet](#)[Terri Scheer Landlord Preferred Policy Information](#)[Terri Scheer Landlord Building Insurance Information](#)[Terri Scheer Landlord Preferred Application Form](#)[Minimum Housing Standards Factsheet](#)