

Professionals

Property Management



Name and Address of the Landlord / Property Name and Address

Message from Principal

why choose us.

Established in 1986, Caboolture/Morayfield Professionals is one of 366 Professionals offices. This office is owned and operated by myself, Leigh Chippendale. Our staff are locals who reside in the area and have been long term residents.

Selecting the right Property Manager is an important decision and can make a huge difference, not only to your overall returns, but also the enjoyment of your investment.

The Property Management team at Professionals Caboolture/Morayfield have more than 30 years combined real estate experience and are committed to providing excellent customer service to property owners and tenants alike. We have a strict screening process for potential tenants, minimising the risk to your investment and cash flow.

Routine Inspections are conducted every three (3) months with inspection reports and photos sent to owners in addition to entry and exit condition reports to ensure the tenant is maintaining the property to our high standards and identify any other maintenance issues that may be applicable. Experienced pre-selected trades people ensure speed of repairs and quality of work is to a high standard.

We believe communication is vital and encourage you to feel free to contact us at any time. Our Property Management team are available to you 24 hours a day and our procedures allow regular communication to you regarding your investment.

When you choose Professionals Caboolture/Morayfield, you'll be joining hundreds of happy property investors who have their biggest asset in safe hands.



Our core values.

Professionals' core set of values guide everything we do and everything we stand for.



WE THINK CUSTOMER

By treating everyone as an individual and putting people at the heart of our culture, we will understand the customer better than anyone else.



WE DELIVER REMARKABLE SERVICE

We are focused on delivering service that makes our customers say "wow". Remarkable service that makes us famous.



WE STRIVE FOR EXCELLENCE

Passion and discipline ensure we are the best at what we do. We love what we do to benefit our customers and invest in our growth.



WE CHALLENGE THE STATUS QUO

We don't follow the industry, we lead it. It's in our DNA to challenge what is average and seek out better solutions. We start by doing more with less.



TOGETHER WE CREATE MEANINGFUL IMPACT

We understand we are stronger as one and can make a real difference to peoples lives by working together.

About the local area.

Caboolture and Morayfield are situated in the Moreton Bay Regional Council area. We are continually recognised as one of the fastest developing areas in Australia.

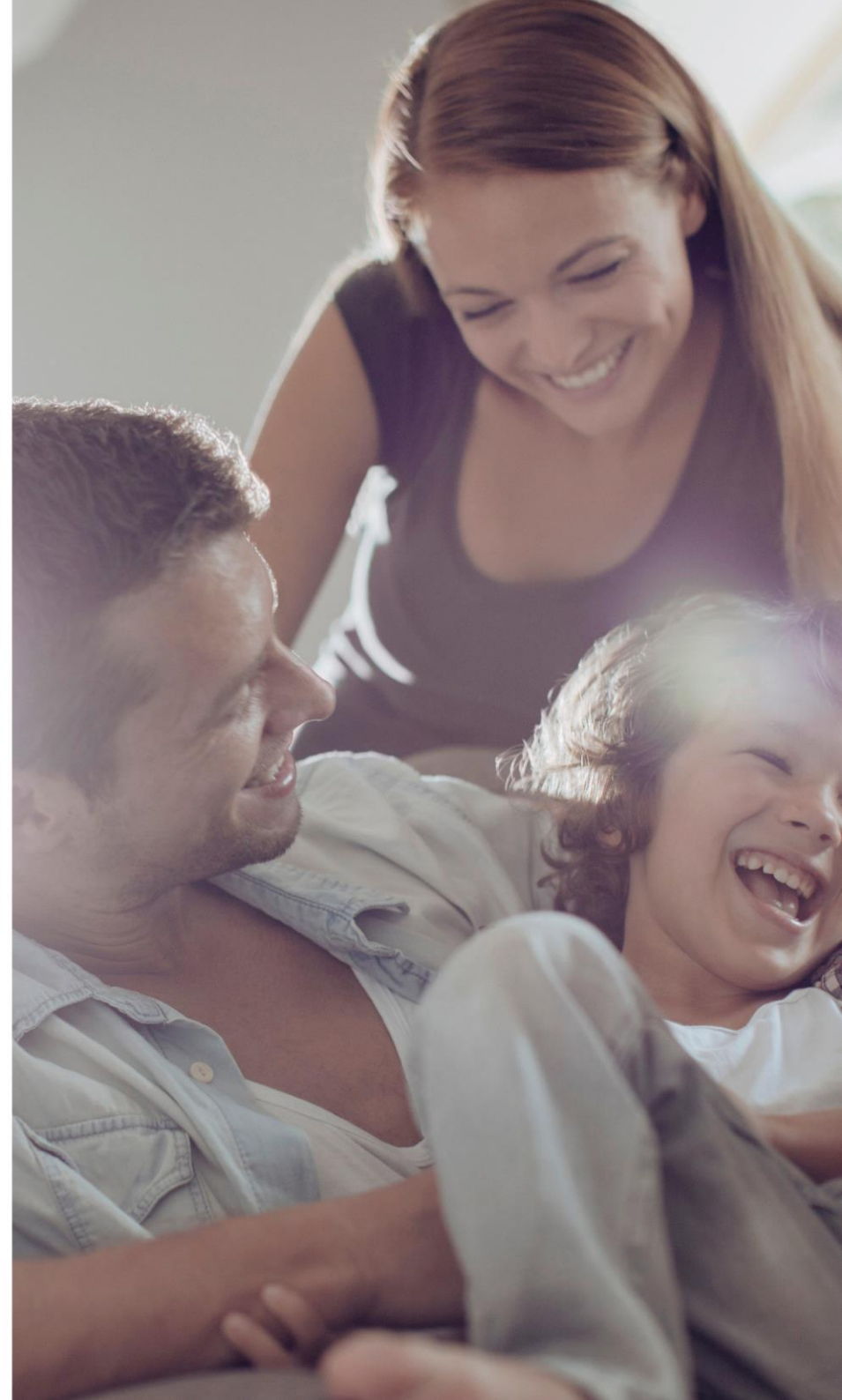
Our community is situated between Brisbane and the Sunshine Coast; our close proximity to Brisbane and major transport infrastructure makes us a desirable place to live and invest.

Our total region covers 2,073 square kilometres and our population exceeds 434,000, which proves a lot of people love being in our region. Our Caboolture/Morayfield community has excellent sporting facilities for all sports, vibrant art groups, cultural communities and events occurring on a regular basis.

We have many schools, both private and public with high standards of achievement.

Our community also boasts varied business organisations which help to nurture our commercial sector.

This area caters for the health of its population with a public and private hospital as well as specialist and general health care centres. From our beautiful parks, waterways, beaches and easy style of living, this community is friendly and always ready to offer help when needed. Come and see why we “have it all”; it truly is a great place to live.



Marketing your property.

"To be the best real estate company in the local and surrounding area by providing a world class level of service."

When you buy an investment property, or rent your home, it's important to secure long term tenancies where possible to maximise the investment returns. As your selected agent, we will use all our experience, knowledge and data resources to find you a suitable tenant in the shortest possible time, who will treat your property like their own home. A good quality, long term tenancy proposition is far more attractive, than constant turnover in tenants.

OPEN HOMES – With the increasing demand for rental properties, your property manager may suggest opening the property at an agreed time to ensure a sufficient pool of candidates view and apply for the property at one sitting.

ADVERTISING – Your agent is constantly monitoring the best medium for advertising your property, for the purpose of attracting a suitable tenant and ensuring the best result for your dollar. To ensure that your property is leased to the best possible tenant, your property manager will select the most appropriate medium to promote the vacancy, which may include website advertising, print media and office rental lists. Your property may be advertised in all or some of the following:

- Rental search websites
- Professionals Caboolture/Morayfield Facebook Page
- "For Rent" signboards
- Office window displays
- Brochures distributed from the agency
- Email newsletters distributed to the agents mailing list
- Professionals inter-office referral system

Processing an application.

Qualifying Tenant Quality

We all know about tenant “horror stories” and while our application process is thorough and diligent, we are constantly reviewing ways we can improve the quality of our tenants by analysing our processes.

Briefly outlined below are steps that we currently take when processing a tenancy application.

Verify identity

All applicants must provide identification with their application. Each type of identity document is assigned a number of points – the applicant needs to supply identification tallying to 100 points in order to progress their application.

Affordability check

The applicant’s ability to afford the property is also checked using their confirmation of income – the applicant should be able to afford the property using 30% of their income.

Database listing check (TICA & NTD)

We perform a search on the TICA database and/or the National Tenancy Database to ensure that the applicant has had no bad history recorded publically from any previous tenancies.

Reference checks

We contact the applicant’s previous agent/lessor and enquire about their experience with the applicant and how they would score their tenancy out of 10.

Employer confirmation

We contact their current (and/or previous) employer and request information about how long the applicant has been employed and what their job security is like.

Personal Reference and Emergency contact checks

We contact those listed as personal references and emergency contacts to ensure the details supplied are correct.



When processing an application, we also take note of the following points:

- > In their tenant ledgers supplied by their previous lessor/agent, was the rent paid regularly, was the rent paid in full, and were there any dishonoured payments?
- > We check the address listed on the electricity/telephone accounts provided to ensure that we have been provided with the tenancy history for that address – likewise we also check the address listed on the driver's license.
- > We also check that there are no gaps in the tenancy provided to us – if there is a long period that is unaccounted for, we will ask the applicant to provide information on where they resided during this time.

The processing of applications is not taken lightly and we always double check all documentation before presenting it to you with the application and our recommendation.

Smoke Alarms, Safety Switches & Water Savers.

At Professionals, we take our role seriously when managing your property and provide a comprehensive management service. We pay attention to the finer details and constantly endeavor to maximise the return on your investment.

Smoke Alarms

Laws around smoke alarms are some of the most important to consider when it comes to your rental property. There can be major legal penalties for the property owner and property manager if smoke alarm regulations haven't been followed. At Professionals, we take the stress away and ensure the property remains compliant at all times with full risk management services.

Safety Switches

In most states and regions it is mandatory for all investment rental properties covered by Residential Tenancy Agreement to be fitted with safety switches. Just like a smoke alarm, if it is not working correctly, it cannot protect. At Professionals, we ensure safety switches are fitted and checked regularly.

Water Savers

Part of the new Tenancy laws and regulations that came into effect it is the requirement that the rental property must comply with the water efficiency guidelines at the commencement of a new lease before the owner can charge the tenant for excess water usage.

Routine Inspections & Maintenance.

Detailed Entry and Exit Reports

Before a Tenant moves in, your Property Manager completes an Entry Condition Inspection with a carefully detailed report.

Photos of the Property are taken, both at the start and end of the tenancy.

At the end of the tenancy these documents help ensure your Property is in the same condition as the start, fair wear and tear considered, and that the Tenant's bond is disbursed appropriately after a thorough Exit Inspection.

Routine Inspections and Maintenance

We take care of your Property's maintenance and repair as if it were our own, therefore schedule a routine inspection as per current residential tenancy legislation.

There are two reasons for the inspections:

Firstly, to bring to your attention any immediate maintenance needs and secondly, to inform you of any preventative maintenance or refurbishment that may be beneficial. Owners can then forecast and budget accordingly, for any upgraded work suggested in the report.

Our Reports

Our process includes:

- > Clear concise reporting
- > As many photographs as possible
- > Photos are date stamped to protect you as much as possible
- > Our reports are fully compliant with local legislative requirements and are forwarded to you promptly

Landlord insurance.

As a landlord you place an incredible amount of trust into your Real Estate Agent or Managing Agent to get it right when selecting and reviewing the tenant approved to inhabit your investment property.

Even with the best screening techniques, incidents can and do happen on a daily basis across Australia. Your asset is worth protecting. This is where researching what type of landlord special risk insurance policy is best designed for your needs can be extremely beneficial.



Administration Office 1800 832 832





Landlord's policy.

Building Cover

Most policies cover the main dwelling plus any other domestic use garage, outbuildings, walls, gates, fences, driveways, verandas, patios, in-ground swimming pools and any landlords fixtures and fittings such as ovens, built in air conditioning, kitchens, etc.

Ensure that your sum insured covers the cost of the current rebuilding value, plus costs associated with removal and dumping of the damaged property and any other professional costs associated with rebuilding (such as architects, soil tests, application fees etc.)

Damage or theft caused by tenants

Cover for your loss or damage to building and/or contents caused by a deliberate or intentional act by a tenant or their guests.

This will generally include theft, malicious damage or vandalism.

Contents Cover

Covering the cost of replacing furniture, carpets, curtains, internal blinds etc. Please note Contents Insurance is still recommended not only on furnished investment properties but unfurnished as well. Note that the definition of contents will change from policy to policy and some items may or may not be covered by the building section.

Legal Liability

This covers you, should you be responsible for another person being injured or if any of their property is damaged while on your property.

It does NOT cover other people who work in or on your home, such as cleaners, gardeners, builders or plumbers.

These people should have their own business liability insurance policy to protect them for any damage they may cause to your tenant or your property.

Rent Default

If a tenant defaults on the payment of their rent, vacates the premises – leaving them unfit for occupation, vacates without notice prior to their lease expiry date or is legally evicted from the situation, then cover is generally available under this type of extension.

Loss of Rent

When a building, insured under a landlord's policy, is damaged and cannot be inhabited then this extension to cover will pay the amount insured for the weekly rent that cannot be charged on the property.



New landlord checklist.

Smoke Detector

- ☐ New batteries
- ☐ Check use by date on unit
- ☐ Tested and working
- ☐ Fill in form for Smoke Alarm Solutions

Water savers installed (9 litres flow/minute)

- ☐ Bathroom vanity cold tap
- ☐ Kitchen cold tap
- ☐ Shower head

Insurances up to date

- ☐ House Insurance
- ☐ Basic Contents Insurance
- ☐ Landlord Protection Insurance
- ☐ Copies to Professionals

- ☐ Change of address form sent to post office
- ☐ Provide Professionals with 3 sets of keys to property (including screens, garage, etc.)
- ☐ Provide Professionals with any instruction booklets to appliances if relevant
- ☐ Rates change of address if required

Contact details.

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