

Property
Owners
Handbook
with
Doyle Spillane
Real Estate.

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If you are not happy with our Property Management - You pay nothing!

At Doyle Spillane there's a good reason why we manage one of the area's largest rental portfolios. Our service is second to none

We combine good old fashioned personal care with a commitment to innovative real estate practices

We're renowned for our honesty and integrity with a focus on building a dedicated team of professionals our clients can depend on

We are so confident in the way we manage properties that we are prepared to guarantee our service

Doyle Spillane Real Estate

Our Office Hours Are:

Monday – Friday 8.30am to 5.30pm

Saturdays 8.30am to 4.00pm

Phone: 9981 9400 | Fax: 9971 2371

Email: info@doylespillane.com.au

Website: www.doylespillane.com.au

Address: 761 Pittwater Road,

Dee Why NSW 2099

Director of Property Management: Joe Iemma

Direct Line: 9981 9403 | Mobile: 0411 224 129

Email: joe@doylespillane.com.au

General Manager: Nicola Iemma

Direct Line: 9981 9405 | Mobile: 0416 728 975

Email: nicola@doylespillane.com.au

Section 1

A Guide to
Getting Your
Property
Ready To Rent

Introduction

We hope that you enjoy reading this informative handbook and ask that you become familiar with its contents. Should you have a query which you believe is not answered, please email us on info@doylespillane.com.au and we will be happy to assist you.

Who are we?

At Doyle Spillane Real Estate we endeavour to provide the best possible property management experience with unmatched personal service and attention to detail. We understand residential property investment and the long-term financial benefits that owning a residential property can bring to the lives of everyday Australians.

We pride ourselves on our attention to detail and ensuring that all of our tenants are maintaining the properties they are renting. It is this pride of ownership that represents the difference between

property managers that merely collect the rent and professionals that manage every aspect of your investment.

The policies and procedures we have implemented are designed to minimise the stress that may be associated with owning an investment property whilst maximising the long-term financial benefits.

Whilst we believe good property management can potentially identify many problems before they exist, we remain a member of TICA – Australia's largest tenancy database and maintain a zero tolerance to late rent. Both tenants and landlords know that we take immediate action to rectify any discrepancies.

Our key is to always maintain an open and honest relationship with both you and your tenant, through regular communication and frequent updates.



Getting Your Property Ready To Rent

To ensure a smooth start to the new tenancy the following checklist has been designed to help alleviate the process of what's next in preparation for leasing your investment property.

This list is quite extensive if you would prefer professional cleaners and trades to attend, we can help organise this for you. Just let us know!

Essential To Do's

- 3 sets of all property keys/remotes (2 for the tenant and 1 for our office)
- Provide proof of ownership
- Manuals for alarms & appliances
- Smoke Alarm Professionally Checked (we can assist with this)
- Pool safety compliance certificate (if applicable)
- Blind cord check (we can assist with this)
- Water efficiency certificate (we can assist with this)
- Copy of strata/body corporation bi-laws (if applicable)
- Supply bank details for the payment of rent funds
- Copy of your building and landlord insurance policies, indicating the level of personal legal liability cover.
- Re-direct your mail
- Cancel all your utility accounts in your name (except the water)
- Complete any outstanding maintenance items at the property

Cleaning Items

(let us know if you would like us to use our contractors)

- Wipe down walls and remove any dirty marks (repainting may be easier)
- Remove cobwebs from ceilings
- Remove any mould from the property
- Clean light-fittings
- Wipe down ceiling fans
- Wipe down skirting boards
- Wipe down all doors and door frames
- Clean windows internally & externally including fly screens, tracks & runners
- Clean screen doors
- Thoroughly clean all kitchen appliances including stove, oven, dishwasher, exhaust etc.
- Ensure the bathroom mirror, shower, bath and vanity are all cleaned down and all mould is removed

- Clean all the grout in the wet areas of the property and in flooring tiles
- Clean all exhausts in the kitchen, bathroom, toilet & laundry
- Clean air condition vents, filters and ducts
- Wipe out all cupboards in the property
- Wash any curtains at the property
- Wipe down all blinds at the property
- Vacuum/sweep and mop all floors
- Carpets vacuumed, we ask also that you have these professionally steam cleaned as well.

Speak to us about who we recommend. We can arrange this on your behalf - just let us know!

Outside the Property

(let us know if you would like us to use our contractors)

- Ensure the lawns are freshly mowed and edges
- Tidy all gardens and remove any weeds and rubbish
- Clean out all gutters
- Remove any rubbish from the property
- Sweep down all paths & driveways
- Remove any oil spillage in garage and on driveway
- Please remove any tools at the property
- Remove any pet droppings/urine stains and repair damage from pets

Property Presentation

First impressions are critical when a prospective tenant inspects your property.

First, decide what sort of tenant you are targeting.

There are tenants who want to save money and are happy to live in a property that is not in first class condition. There are others, such as professional people, who are happy to pay top rent, but expect the property to present at its absolute best.

There is no doubt well presented properties achieve top rents and usually attract the best quality tenants. That adds up to a higher investment return, together with fewer and shorter vacancy periods.

Here are some valuable property presentation tips.

1. Tend to the gardens, mow the lawns and clean the windows, paths, gutters and outside paintwork. These are all things seen from the street and you don't want prospective tenants to dismiss the property before getting to the front door
2. Repair or replace leaking taps, sticking doors, broken light fittings, loose door handles, rotten floorboards, leaky gutters and torn flyscreens
3. If you are thinking about painting, only paint those areas that really need it unless you plan on doing the lot. New paint may only make those areas left unpainted look even shabbier. Use light, neutral colours as strong colours may not be to the tenant's taste. If paint is generally in good condition, touch up the scruffy bits.
4. If your property is in a noise area (such as a main road) inspection times should occur when the noise is at its lowest
5. Get rid of odours that you may not notice but prospective tenants will, such as cigarette or pet smells. It may be worth having the carpets and curtains cleaned, neither of which is very expensive
6. Open the curtains and blinds to let the sun and the view inside. Nobody likes a dark house, and the view will make the rooms feel bigger
7. Have the property clean, tidy and uncluttered at inspection times
8. If your property has a pool, ensure the pool and the surrounds are sparkling clean. You want prospective tenants to think it is an asset, not a burden. If the filter or the pool needs professional repairs, it is better to do it now rather than putting it off. The repairs are usually tax deductible.
9. Ensure that all electrical wiring and power points are safe. This includes any electrical appliances to be included with the property
10. Take out comprehensive insurance cover on the property (including public liability). You don't want to be sued by a prospective tenant who accidentally injures themselves while inspecting the property.

Lifespan Guidelines?

Planned maintenance is either cyclic, or condition based. Cyclic maintenance requires work to be carried out at the end of an item's effective life. Condition based maintenance depends on assessing whether the condition of a maintenance item is below standard.

Listed below are some examples of lifespan guidelines:

- Painting (internal) – 5 years
- Painting (exterior) – varying
- Hot water system – every 7 years
- Oven – 10 years
- Bathroom renovation – 10 - 15 years
- Kitchen renovation – 10 - 15 years
- Replacing floor coverings including carpets – every 7 - 10 years
- Air-Conditioning Units 10 years
- Blinds 10 years
- Dishwashers 8 years
- Clothes Dryers 7 years
- Ceiling Fans 5 years
- Curtains 6 years
- Light shades 5 years
- Smoke Alarms 8 years (checked annually)
- Swimming Pool Cleaners 7 years
- Swimming Pool Filtration 10 years

Recommended Tradesperson List

Electricians:

REO Electrical
0422 522 598 Ryan

Multisparx Electrical
0438 207 870

Ausgrid Emergency Service:

131 388

Plumbing:

Paul Whitfield Plumbing
9939 4884 0418 163 672

Performance Plus Plumbing
0421 697 343 Anthony

Hot Water Systems/ Plumbing:

Hot Water Maintenance
Northern Beaches
9982 1265

Gas Repairs:

Living Gas
9905 8666

Sydney Water Emergency

132 090

Jemena Gas Emergency

131 909

Locksmiths:

Plush Locksmiths
9905 6790 0418 242 363

Professional Locksmiths
9401 4035 0411 424 973

Handymen:

WIT Services
0458 111 220 Carlo

KM Carpentry
0415 944 622 Kris

TV Antenna:

Airect Antenna
0409 137 289

Image Antenna

0411 469 946

General Cleaning:

Beyond Sparkling
0420 655 874 Shelly

Always Reliable Cleaning

0410 146 633 Finn

J Dream Cleaning

0430 035 059 Danny

Carpet/Dry Cleaning:

Five Star Carpet Cleaning
9948 7997

NB Carpet Cleaning

0421 016 190 Zbynek

Lawnmowing:

Off The Cut Lawnmowing
0415 23 23 23 Johnny

Sammy Cuts
0411 524 672 Sammy

Gardening/Lawns:

Urban Growth 0411 553 922
Lucas

Glass:

Everything Glass
0414 216 502 Steve

Air-Conditioning:

Frostbite Airconditioning
0412280 241 Sam

Washer/Dryer Repairs:

U P Appliances
0417 002 357 Peter

Garage Door Repairs:

Gem Garage Doors
0407 434 244 02 8068 4888

KM Garage Doors

0412 464 133

Pest Control:

Everest Pest Control
Sasha 9948 5202 0434 933 644

Forsyth Pest Control

99982 3676

Tiling/Shower Repairs:

Drip Dry Showers
0416 292 002 Sandy

Roofing/Guttering:

Beaches Roofing
0448 276 755

Cloud 9 Roofing
0447 999 929 Tommy

Cross Roofing

9971 2422 0418 257 968

Painting:

Snowy Painting
0424 712 188

Vince Vescio Painting
& Decorating
0409 442 114

Avalon Painting

0421 556 742

Peninsula Painting

0416 068 006

Kitchen & Bathroom Renovations:

Peninsula Kitchens &
Bathrooms
9982 1331

Flooring:

Tom Flew Carpets
9977 2965

Flooring Zone (types of timber
flooring)

0488 833 313

Blinds/Repairs:

BI-Sonic
0414 760 229 Julia



Section 2

The Leasing Process

The Leasing Process

How do I get the best rent for my property?

Setting your rental price is one of the most critical decisions you will make as the owner of an investment property. Your property manager is the best person to assist you with setting the best rental price for your property.

There are a few factors that must be considered when setting your rental price.

You must consider the condition of the property - is it in a good state of repair with paintwork, carpets and its general overall appeal?

What features does it have that make it appealing and attractive? Quality tenants want good features and if they see what they're after, they'll be happy to pay a better rent. Speak with your property manager about extra features your property could have that would assist with a better rent.

As they say location, location, location! If the property is close to sought after places like schools, hospitals, bus stops and shopping centres then this will likely assist with a better rent as tenants want to be closer to what they need to access on a regular basis. If it means less travel time and less travel expenses- this will create a stronger demand and in turn a better rent. Speak with us today before you consider your next purchase so we can tell you what locations have a strong demand in our marketplace.

Security of Lease - any quality tenant will be after security of lease so to offer a 12 month lease at a time works best. We are also conscious of the slower times of the year as well and structure our lease terms to avoid these periods.

Maximising Your Rent:

Better Tenants - The Best Possible Rents - Fewer Vacancies

We have a superior tenant screening process. With our expertise we are able to recognise rent jumping tenants that don't respect rental properties, and won't let them anywhere near your property.

We're proud of our extremely low vacancy rate. You don't want your property sitting empty - our occupancy rate clearly indicates that we can deliver a reliable return on your investment property.

We negotiate longer leases. Our longer leases mean our tenants stay longer, and we are careful to avoid leases ending in slower periods of the year for example winter months May – July and festive periods December – January.

How do I know I am getting a good tenant?

We use specialist Leasing Consultants who don't spend time chasing arrears or arranging repairs. We let our specialists do their job while we do ours: working all day, every day to find the right tenant for your property.

The Approval Process (How do we qualify tenants?)

Once we have received a detailed application form from a prospective tenant there are a number of processes that must take place:-

Tenant Selection

Applicants are subjected to a thorough reference check to ensure they will be able to meet the tenancy requirements i.e. pay the rent and maintain the property. Under no circumstances do we sacrifice the quality of the tenant purely for the sake of leasing the property.

Verification of Information

All information provided in the application form is verified including means of income, employment and previous tenancies.

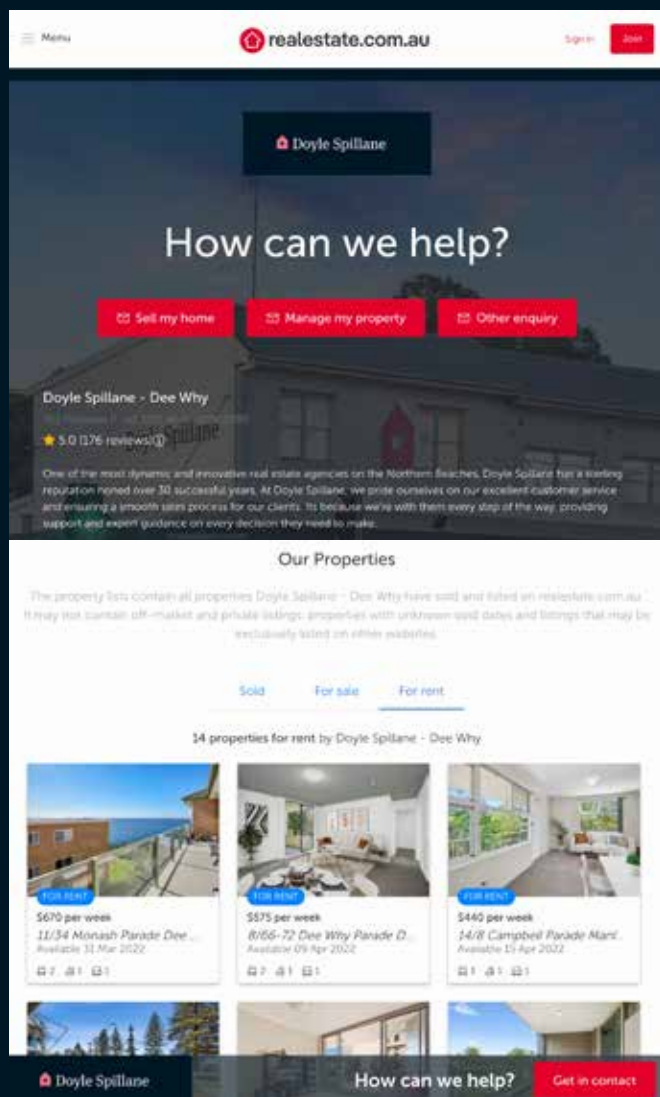
Tenant Reference Database

We are pleased to announce that for your protection we subscribe to TICA – Australia's largest tenancy database. This is a national database of defaulting and excellent tenants, which is widely supported by the industry.

Ultimately the decision is up to you, we will put forward the completed applications and provide you with our professional opinion, but you will choose who resides in your property as a tenant.

How do you advertise my property?

Your property must be marketed properly and extensively to ensure the widest possible exposure to attract a quality tenant.



The following methods have proven successful for us: -

Online

Your property will be advertised on all the leading real estate portals, Realestate.com.au all our properties are featured as “Premiere Featured” positioned at the top of the search field for your suburb, as well your property will be listed on Domain.com.au, Rentfind.com.au, Realestateview.com.au, Rent.com.au, Homely.com.au as well as others.

Doyle Spillane Website

We have our own user-friendly website on which we place all our properties for rental. Have a look at www.doylespillane.com.au which is also linked to www.realestate.com.au and www.domain.com.au, the largest and most visited real estate sites in Australia.

Your property will be marketed on the internet using the following important features -

Professional Photos

Currently 97% of our enquiries come from our websites: of those majority of prospective tenants will only view the photographs of the properties listed therefore it makes sense that the photographs of your property engage prospective tenants. This allows us to attract more tenants to the properties that we advertise.

Detailed Description

If the tenant is likely to want to know it, we will ensure that it's covered in a detailed description of all the features that your rental property offers.

Floor Plan

We will load a floor plan where possible, so tenants can further qualify themselves quickly as to their suitability.

Virtual Tours

Where possible a 360 Virtual Tour will be included on your online listing, most tenants will view a Virtual Tour if available, great way for tenants to get a good feel for the property before attending an inspection. In most cases this is the ‘clincher’ that allows a tenant to decide (or not) if your property will suit their needs. A Virtual Tour is also a reason why we rent property so much faster than if we used photos only.

Signboards

Our attractive photo signboards guarantee a lot of enquiry. Wherever possible we use a signboard on properties that are coming up for rental.

LED Screens

Our LED screens positioned within the main window panels fronting Pittwater Road & Hawkesbury Avenue, Dee Why are operational 24 hours a day 7 days a week.

Social Media

Properties are also advertised on our social media platforms & local Facebook group pages are also utilised for marketing.

Open houses and Private appointments

Unlike most other agent, we do not rely on prospective tenants attending an open for inspection for 15 minutes on a Wednesday or Saturday. Unique to Doyle Spillane is our online booking system which allows prospective tenants to book appointments to view available properties at a time that suits them. This flexibility allows us to attract and show more potential tenants to our properties which ultimately will result in our properties being leased quicker.

The Leasing Process

What is the bond for? And how much do you take?

Before the tenant starts their lease, they must pay a bond which equals 4 weeks rent. This will be paid to Rental Bonds Online direct and will be held there until the tenant vacates the property.

The bond is held as security for your property to cover the cost of bringing your property back to its original condition (less fair wear and tear) after the tenant vacates if required, plus any outstanding costs like rent.

A landlord must not knowingly conceal “Material Facts” About The Property

A material fact is information about the premises that is relevant to the tenant’s decision as to whether or not they want to live in the property.

Failure to disclose this information may mean that the tenant can get out of the lease and seek compensation from the landlord

There is no expectation that a landlord or agent look into the history of a property

But they are required to disclose what they already know about the property to a prospective tenant.

These include:

- Serious flood/ bushfire within the past 5 years
- Significant health/ safety risks
- Serious violent crime within the past 5 years
- Council waste services will be provided on a different basis than is generally applicable to residential premises in the area
- Tenant not able to obtain parking permits
- A driveway or walkway on the premises which other people are entitled to share with the tenant
- If a contract of sale has been prepared for the property
- If a mortgagee has commenced legal action for recovery of the premises

Ingoing Condition Report

This report is completed prior to your tenant moving into the property. This report outlines the condition of the property at the commencement of the tenancy and is used when the tenant vacates to ensure that the property is left in the same condition.

Our Property Management Team take Video Ingoing inspection reports.

A detailed video (youtube link) is provided to our tenants & landlords to accompany our detailed condition report which includes description & photos highlighting the current condition of the rental property.

Our vision is that the video will benefit our Landlords & Tenants by assisting in a hassle free vacating process and smooth the progress of a speedy bond return.

Do I have to allow pets at my property?

The choice is entirely up to you, keep in mind however more and more quality tenants these days are looking for ‘pet-friendly’ rental properties.

In the circumstances where you permit pets to be kept on the property by the tenants, we make sure they agree to the following strict conditions:

- To keep the yard clean and free from animal droppings
- That, in the event of any fleas being present as a result of the animal, they will arrange flea fumigation of the property prior to vacating the premises
- They will not allow the animal inside the residence
- They will repair any damage to the premises caused by the animal
- They agree that the agreement is only for the specific pets described in the Tenancy Agreement and they will not harbour, substitute or “petsit” any other pet.
- The pet shall not cause any sort of nuisance or disturbance to neighbours.

Noise day or night, must not disturb others. They agree to do whatever is necessary to keep their pet from making noise that would annoy others, and they will take steps to immediately rectify complaints made by the neighbours or other tenants

They understand that failure to comply with these terms shall give the owner the right to revoke permission to keep the pet, and is also grounds for further action.

- If the landlord allows the tenant to keep a cat or dog at the property, the lease can include a carpet cleaning term. This is the only circumstance where a carpet cleaning term could be added within the lease agreement.

The Leasing Process

The Leasing Process

The leasing process ensures the securing and placement of a new tenant for your rental property.

The Leasing Process - What we do

- Arranging and taking of marketing photographs of the property.
- Creating a marketing script with the property details.
- Uploading of the property marketing script, with various photos to property search websites.
- Showing properties via private and open inspections with prospective tenants.
- Answering tenant enquiries and issuing application forms.
- Careful checking tenant rental references and confirming employment details.
- Collection and checking of tenant identification for 100-points of value.
- Checking the application against default database.
- Landlord communication for the final decision on the applicant.
- Tenant liaison and confirmation of a successful/unsuccessful application.
- Preparation of the new tenant agreement, bond lodgement, ready for tenancy.
- Completing of the Ingoing Condition Report with every area and item within those areas recorded for their cleanliness and condition at the start of tenancy, along with comprehensive photos also recording the ingoing condition at tenant handover.
- Water meter reading recorded.
- New tenant induction, issue and explain fully the main tenant obligations, tenancy agreement, bond form, property condition report, compulsory legal information booklet and photocopy recording and issuing of keys.

Marketing Process - What we do

Your property will be placed on major real estate portals together with Professional photos and a marketing script.

Your marketing includes:

- Professional photos.
- Floor plan.
- Premiere Listing on realestate.com.au as well standard listing on domain.com.au, rent.com.au, homely.com.au, realestateview.com.au as well as others.
- Access for tenants to book inspections online when it suits them
- Photo signboard erected at the property (where possible)
- 360 deg Virtual Tour (where possible)

“Your property must be marketed properly and extensively to ensure the widest possible exposure to attract a quality tenant.”

Lease



Doyle Spillane

1 bed | 1 bath | 1 car

To book an inspection:

doylespillane.com.au

9981 3799



Section 3

During The Tenancy



Answers to commonly asked Questions

Receiving My Rent Monies

Our property owners receive a detailed monthly statement at the end of each month showing all rental income and disbursements. Mid-month payments can be arranged on request. Statements can be received by post or email. Funds are electronically transferred to your nominated account prior to the end of each month.

Online Landlord Portal

At Doyle Spillane Real Estate we are always looking for ways to use modern technology to improve the service we provide our valued clients; we also know that you want to be able to access your important information when it's convenient for you.

We have an online portal for our landlords to have secure 24 hours, 7 days a week access to view & download the following:

- Your current & past rental transactions made by your tenants
- Monthly statements as well as Yearly Income & Expenditure Reports
- Invoices
- Inspection Reports
- Body Corporate minutes & correspondence
- All documentation relating to your property including the lease agreement, rent increase letters & termination notices

Our landlord portal also enables you to email your Property Manager directly to change your personal information and to request information.

What expenses can you manage on my behalf?

We can manage any and all of your expenses, we will pay these from the rent funds that we collect on your behalf. We can pay your landlord insurance, council rates, water rates, strata levies, maintenance invoices and any other invoices related to your property. Just let us know!

What extra outgoing expenses should I expect?

As a landlord there are a few outgoing expenses you should be prepared for and always ensure you have spare funds to cover the following:

- Maintenance/repairs to maintain the property standard.
- Cleaning between tenants if the property sits vacant for a while, or if a 'top-up' clean is required beyond 'reasonable'.
- Lawn maintenance between tenants if the property sits vacant for a while.
- Property compliance, for example smoke alarm checks or water efficiency certificates.
- Council rates.
- Water rates.
- Strata Levies (if applicable)
- Insurances.

What insurance will I need?

You will need to get building insurance for a free-standing home which will usually come with a level of contents cover for carpets, blinds, fittings etc and public liability which is very important.

If you already have building insurance you will need to notify them that the property will now be rented out, otherwise you may find that your cover will be jeopardized !

Landlord insurance policies will provide peace of mind that your rental income and investment property is protected against the following risks: Loss of rent, accidental loss or damage, malicious loss or damage as well as, tenants abandoning the property, the property being used for drug production, legal liability & tax audit.

We strongly recommend that all our landlords take out the necessary cover on properties managed by Doyle Spillane.

If you own a Strata Title property then the building insurance is covered by the Owners Corporation, this will only cover the building & common areas. Individual lots are still required to have a contents policy which will include Public Liability as well.

Do I need a Tax Depreciation schedule?

Property depreciation is a legal tax deduction related to the 'wear and tear' of an investment property over time. A tax depreciation schedule outlines the deductions you may be entitled to claim each year of ownership on the Building Allowance (the structure itself including bricks, concrete, etc.) and, if eligible internal items like ovens, carpets, blinds, etc.

As with any tax deduction, claiming property depreciation reduces your taxable income. A depreciation schedule is a fully-comprehensive, ATO-compliant report that helps you pay less in tax. The amount the depreciation schedule says you can claim effectively reduces your taxable income because it's considering how much it costs you to own and maintain the property.

While you may be used to claiming on such items as council rates or property management fees where you have paid money towards an item or service, depreciation is a non-cash deduction. This is because it's the ONLY deduction that you don't have to pay for on an ongoing basis & it's already built into the purchase price of the property.

Important areas of the law which affect landlords, agents, and tenants during a tenancy

Whose responsibility is it to maintain the smoke alarms?

Working smoke alarms are the best way to alert people to fires in their home.

Landlords must ensure that at least 1 smoke alarm is installed in a hallway outside a bedroom or other suitable location in each storey of a rented home. Smoke alarms (including heat alarms) must be working, and they cannot be removed or disabled.

Tenants must notify their landlord or agent if they discover that a smoke alarm is not working, even if it's because the battery needs to be changed.

Landlords must:

- check smoke alarms every year to ensure they are working
- install or replace removable batteries every year (or for lithium batteries, in the period specified by the smoke alarm manufacturer)
- replace smoke alarms within 10 years of manufacture, or earlier if specified by the smoke alarm manufacturer
- give the tenant at least 2 business days' notice to inspect or assess the need for a smoke alarm repair or replacement
- give the tenant at least 1-hour notice to carry out a repair or replacement of a smoke alarm
- use a licensed electrician to repair or replace a hard-wired smoke alarm.

Do the tenants maintain the lawns and gardens?

In general, it is the responsibility of the tenant to maintain their own lawns and gardens supplied with the property. However, this is something you can choose to include with your property and have someone attend on a regular basis to attend to the lawns and gardens. You would then include this cost when setting the rent price. Speak with us if this is something you'd like to consider.

Mould

Mould has been associated with respiratory illness and can cause serious health problems.

Mould may grow indoors in wet or moist areas lacking adequate ventilation, including walls/ wallpaper, ceilings, bathroom tiles, carpets, insulation material and wood.

If moisture accumulates in a building mould growth will often occur. Many different types of mould exist and all have the potential to cause health problems.

Adequate ventilation is one of the minimum standards that properties must meet to be considered fit to live in.

Who is responsible depends on how the mould developed.

For example:

- if mould developed from a build-up of moisture because the landlord failed to repair a defective window in a reasonable time, or the property didn't have adequate ventilation – then the landlord is responsible and must fix the problem
- if the mould developed during the tenancy because the tenants allowed a build-up of moisture by never opening any windows or not using ventilation fans in the bathroom – then the tenant may be responsible.

Timing is also a factor. If mould develops close to the start of the tenancy, it could be considered pre-existing damage.

The condition report contains a dedicated section on mould, and landlords, agents or tenants should note the mould when they complete the report.

Even if mould is noted on the condition report, landlords must make sure they keep the property in a reasonable state of repair.

Tenants must notify the landlord or agent as soon as possible if they see any signs of mould or damp developing during the tenancy.

If the mould is causing a danger to the health of tenants or other occupants, then this may be considered an urgent repair.

Who is responsible for pest control at the property?

Who is responsible for removing or exterminating pests or vermin during a tenancy depends on whether:

- Pests or vermin were already a problem when the tenant moved in.
- A problem with the property has allowed the pests to enter or an infestation to develop.
- The tenant contributed to the problem
- Other factors that could determine who is responsible include the history of the property, what is recorded in the condition report, and if there were factors beyond the tenant's control.

Do I need my property termite checked?

We recommend that you have your property checked for termites annually to ensure the property remains structurally sound and safe for the tenants.

Routine Inspections

These inspections are carried out to ensure the property is well cared for (in accordance with their tenancy agreement) and to check if there are any maintenance, health and safety or compliance issues. We conduct the first routine inspection within the first 3 months of the tenancy and then every 6 months after.



Inspecting your property / Repairs

At these inspections we check for the following items:

- The property is kept reasonably clean and tidy by the tenant.
- There is no visible damage to the property or maintenance required;
- Ensuring the tenants are maintaining the interior of the property; and
- Lawns and gardens have been maintained.

Once we have inspected the property we will email you a copy of the routine report which will include photos & video where possible.

inspection that any items that need to be rectified by the tenant are identified.

When can I go to the property?

Your tenant has the right to reasonable peace, comfort and 'quiet enjoyment' when renting your property. For this reason, the tenancy laws restrict when and how often you, your agent or any other authorised representative of the landlord can enter the property.

You, your agent or other authorised person can only enter the rented property without the tenant's consent in certain circumstances, and if proper notice (if applicable) has been given. For example:

- In an emergency
- If the tribunal/court orders that access is allowed
- To carry out, or assess the need for, necessary repairs or maintenance of the property
- To carry out urgent repairs
- To carry out repairs or replacement of a smoke alarm
- To inspect or assess the need for repair or replacement of a smoke alarm
- To carry out a general inspection of the property

Renewing the Lease with my tenant - what is the process of lease renewals and rent reviews?

We always like to suggest that keeping your tenants on a fixed term agreement is the best policy for both you and the tenant as it provides both of you with security.

The Residential Tenancy Agreement has a continuation clause, which allows a tenant to continue under the same terms and conditions at the expiry of the fixed term (continuing basis), unless they receive correspondence stating otherwise ie. notification of a rent increase or notice to vacate.

In most cases we will advise you of the impending expiry of the Tenancy Agreement and seek instructions whether a further term is to be offered to the tenants and under what terms we can offer the tenants a new lease.

Rent Increases

If the agreement does not specify a fixed-term or if the fixed-term period of the tenancy agreement has ended and the agreement is on a continuing (periodic) tenancy, then rent can only be increased once in a 12-month period.

The landlord must give the tenant at least 60 days written notice before the increase starts.

This also applies where the tenancy is renewed.

For agreements with a fixed-term of less than 2 years, the landlord or agent can only increase the rent during the fixed-term if the agreement sets out the increased amount or how the increase will be calculated.

Repairs & Maintenance

Premises must comply with the statutory obligations relating to health & safety of the residential premises.

Your agreement with us will allow us to spend on your behalf an amount for repairs and maintenance on your property, in saying that, our repair policy is to contact you prior to arranging any such works.

Major repairs are discussed with you at all times. Quotes are obtained to ensure the correct work is being carried out, by the best tradesperson, at the best fee.

Not every repair must be attended to by the landlord, however urgent repairs outlined in the Residential Tenancy Agreement, such as burst sewers or hot water services, must be acted upon regardless of whether we have been able to reach you.

You may view our list of the qualified tradespeople we use, or you may nominate your own tradesperson if you have a friend, family member or a regular tradesperson that you have confidence in.

What is the repair process?

Once the tenant notifies us in writing or at a routine inspection of any repairs required we will contact you to seek approval for the repairs unless it is an urgent repair. In this case if we cannot get a hold of you straight away we will arrange the repair. We ask that you do not complete your own repairs, for legal, license and insurance reasons.

From time to time at routine inspections we may note some proactive maintenance that may need to be completed, this could include repairing door handles, towel rails or even painting after a tenant has vacated.

If the repair needed is damage caused by the tenant, and if it is a safety issue we will have the repair completed and can then pass on the cost to the tenant for reimbursement back to you.

If there is an urgent repair outside of business hours the tenants are instructed to try and contact us first, if they are unable to get in contact with us the tenants have been provided with an approved list of trades to contact outside of business hours only if it is an urgent repair.

“Not all repairs are Urgent.”

Types of Repairs that are Urgent

Urgent repairs include:

- a burst water service or a serious water service leak
- a blocked or broken toilet
- a serious roof leak
- a gas leak
- an electrical fault
- flooding or serious flood damage
- serious storm or fire damage
- a failure or breakdown of the gas, electricity or water supply to the property
- a failure or breakdown of the hot water service
- a failure or breakdown of the stove or oven
- a failure or breakdown of a heater or air-conditioner
- a fault or damage which makes the property unsafe or insecure.
- Smoke alarms must also be repaired urgently to ensure they are working

Tenants Making Alterations:

The laws regarding alterations does not give the tenants the right to make alterations without approval from the landlord. Tenants must still get written permission before doing any alterations to the property.

Under the act, the landlords must not reasonably refuse requests from a tenant to add a fixture or make a minor change to the property.

For example, installing child safety locks on windows, connecting pay television to the property, or adding picture hooks in rooms which don't have any.

- Work is at the tenant's cost unless the landlord agrees otherwise
- If tenant removes the fixture, they must repair or pay for any damage caused
- A tenant cannot remove if the landlord paid for it or gave the tenant equivalent financial benefit.

Work Landlord Can Refuse

Where the landlord's refusal could be “reasonable”

- Work is structural
- Work could not be easily rectified, repaired or removed
- Internal or external painting
- Work is illegal
- Work is not consistent with the nature of the property

If there is a dispute over permission for alterations, either party can take the matter to the Tribunal to have it resolved

How do we collect the tenant's rent?

Using the debt card system tenants can make rental payments by BPAY – via their financial institutions phone or internet banking service.

Both the phone and internet payment options allow them to schedule recurring weekly, fortnightly, monthly or quarterly rental payments in advance. So that they can ‘set and forget’ their rental payments.

What happens if my tenant stops paying rent?

We maintain a zero tolerance for late rent, however, should the tenant fall behind we will continuously contact them to ensure they will be making payment. We will also keep you updated throughout the process.

If the tenant falls behind we will discuss with them ways to catch up the missed rent if they can make a one-off payment or go onto a payment plan to catch up (if deemed necessary). We have implemented the following procedure to handle late rent in our office:

Legally we are unable to take steps to evict a tenant for non-payment until they are 14 days in arrears. Our procedure is as follows:

- 1 day in arrears – An SMS is sent
- 3 days in arrears – A reminder phone call, SMS message or email sent advising tenants of arrears.
- 7 days in arrears – Letter sent to tenant's to advise of breach
- 11 days in arrears – a further email, phone call or personal visit
- 15 days in arrears- A Non-Payment of Rent Termination Notice with 14 days notice to vacate is served.

If the tenant does not comply with the Termination Notice we apply to NCAT (NSW Civil & Administrative Tribunal) to have the matter heard and enforced.

The Termination Notice Must Spell Out For Tenants That They Have Three Options

- Pay the arrears amount in full
- Follow a repayment plan that is acceptable to both parties
- Move out by a specified termination date

If a tenant offers to pay the landlord or agent a full repayment of rent arrears at any time, the landlord or agent must accept it.

Landlords and agents are not allowed to refuse the payment in order to get the tenant evicted. Rent arrears payments must be accepted even if they are offered at the last minute. Tribunal will not make a Termination Order where the rent has been paid.

But What Happens When Tenants Are Repeatedly Late With Their Rent?

Landlords and agents can apply to the tribunal for a termination order.

The tribunal will be able to issue an order if the landlord or agent can show that the tenant is frequently late with their rent.

The order can be enforced even if the tenant pays and the landlord or agents accepts the rent arrears.

What happens if my tenant breaches their lease?

If your tenant breaches their lease, we will issue them with a notice to remedy the breach. This means we identify to the tenants how they have breached their lease, how they are to rectify the breach and when they are to have it done by. We will then confirm with the tenants in writing or via inspection the rectifications have been completed.

What happens if my tenant breaks their lease?

When a tenant signs a fixed term agreement, they are committing to stay for the full term. If a tenant wants to move out before the end of the fixed term, there could be costs involved.

- A tenant should give the landlord as much notice as they can if they need to end the agreement early
- A tenant should also make it as easy as possible for the landlord or agent to show the property to potential new tenants
- Mandatory break fees may apply which is payable based on the stage of the agreement
- A break fee is a penalty a tenant agrees to pay if they move out before the end of the fixed term

The set fee payable is:

- Four weeks rent if less than 25 percent of the agreement has expired
- Three weeks rent if between 25 – 50 percent of the agreement has expired
- Two weeks rent if between 50 – 75 percent of the agreement has expired
- One week rent if more than 75 percent of the agreement has expired

Breaking A Fixed Term Agreement without Penalty

In some circumstances, a tenant can break a fixed-term agreement early without penalty.

A tenant can give 14 days' written notice to end an agreement early without penalty if:

- they have accepted an offer of social housing (e.g. from DCJ Housing)
- they need to move into an aged care facility or nursing home (not a retirement village)

- a landlord has put the property on the market for sale during the fixed-term, and the tenant was not told before signing the agreement that the property would be sold
- the property becomes listed on the Loose Fill Asbestos Insulation register during the tenancy or was previously listed without the landlord or agent disclosing that information to the tenant.

A tenant still needs to pay the rent until they hand back possession of the property.

What is the Tribunal process?

There are a number of reasons why you may need to take your tenant to tribunal/court, however, the most common reasons are for rent arrears or to get the tenant to vacate the property. We can help during this process and attend the tribunal/court on your behalf.

Rent Arrears - Once the tenant falls 14 days in arrears we issue the tenants a breach notice which will give them 14 days to vacate/ remedy the problem. If they do not vacate the property we then make an application to NCAT Tribunal and attend the hearing. At this point one of two things will happen, one – Tribunal will put the tenant on a payment plan to catch up the arrears with an option to attend Tribunal again if they do not stick to the payment plan or fall behind again. Two - the tenants will be given a date to vacate the property.

Vacating - If a termination notice has been issued to the tenants and they do not vacate by the specified date we will apply to NCAT Tribunal. When we attend Tribunal if the termination notice is valid and Tribunal believes you have a valid reason for terminating the tenancy the tenants will be given a specific date to vacate the property. If they do not vacate by this date the next step will be to get the Sheriff involved.

Water, Electricity & Gas

Tenants will generally pay for electricity, gas or water usage charges if the property is separately metered.

What are separately metered rentals?

A rental property is separately metered if the meter: measures the amount of electricity, gas, oil or water supplied or used only at the property -allows a separate bill to be issued by the supplier - for an electricity meter - has a National Meter Identifier (NMI) - for a gas meter - has a Meter Installation Reference Number (MIRN) or Delivery Point Identifier (DPI)

NMI, MIRN and DPI are unique numbers energy suppliers use to identify the meter installed at the property and can be found on the energy bill.

They help match a property with the energy account, so a property does not get billed for someone else's power use.

Not all electricity or gas meters located in an 'embedded network' have an NMI, MIRN or DPI assigned. These meters are still 'separately metered' if the meter is located in an embedded network and the meter is not required to have these numbers.



Important areas of the law which affect landlords, agents, and tenants during a tenancy

Water Is Different

Water is different to other utilities as it is always connected, and the account for the water supply will be in the landlord's name.

Landlords must pay all water supply service charges and all sewerage supply service charges.

In NSW, a landlord can only ask a tenant to pay water usage charges if:

- the property is separately metered, and the charges are not more than the amount the landlord is billed for by the water supplier, and the property meets the 'water efficiency' standards.
- No leaking taps or toilets
- No leaking taps or toilets anywhere on the property at the start of the tenancy and whenever the other water efficiency measures are installed, repaired or upgraded
- Shower heads
- Maximum flow rate of 9 litres per minute
- Internal cold water taps and single mixer taps for kitchen sinks or bathroom hand basins
- Maximum flow rate of 9 litres per minute
- Dual flush toilets
- From 23 March 2025: all toilets on the property are dual flush and have a minimum 3-star WELS rating
- The 9 litres per minute flow rate does not apply to other taps in the property, including bathtub taps, laundry taps, outside taps for the garden, or taps for washing machines and dishwashers.
- The landlord or agent can request payment from the tenant for water usage charges within 3 months of a bill being issued.
- They will need to provide the tenant with a copy of the bill. The tenant must be given at least 21 days to pay the water usage amount owing.
- Water usage charges should be paid separately to rent.

NBN & Telephone Service

- The tenant agrees to leave in the same manner of connection or operation, any NBN or telephone service installed in the premises at the commencement of the agreement

Tenant's responsibility for the Actions of Others

- The tenant agrees to be responsible to the landlord for any act or omission by any person the tenant allows on the residential premises who breaks any of the terms of the agreement

Sub-Letting

If a tenant wants a new or replacement co-tenant to move in and sign the lease, the tenant first needs to ask the landlord for permission.

Under the Legislation, a landlord cannot unreasonably refuse a tenant's request to bring in a new co-tenant or sub-let part of the premises, such as the granny flat downstairs, the spare room or the parking space.

The law says it is reasonable for a landlord to refuse a sub-letting or co-tenancy request under a number of circumstances.

These include:

- If it would result in overcrowding
- If the person was listed on a bad tenant database
- If the number of occupants permitted under the lease would be exceeded

If the tenant believes the landlord's refusal is unreasonable, they can take the matter to the Tribunal to have it resolved.

Landlords have complete discretion to refuse a request from a tenant to sub-let the whole premises.

Strata By-Laws

Each strata scheme has its own by-laws, which are a set of rules that owners, tenants and, in some cases, visitors must follow. By-laws cover the behaviour of residents and the use of common property.

By-laws can cover issues such as the keeping of pets in the building, how smoking is regulated, the operation of short-term rental accommodation, parking and noise.

The by-laws can vary significantly from scheme to scheme and it is important to understand which by-laws apply to your scheme.

Owners corporations can determine the by-laws that suit the preferred lifestyle of the strata scheme. However, there are restrictions on the types of by-laws that can be made. They include:

- A by-law must not be harsh, unconscionable or oppressive.
- No by-law is capable of restricting dealing in a lot, except in relation to using a lot for short-term rental where it is not the host's principal place of residence.
- A by-law cannot restrict children occupying a lot.
- By-laws cannot prohibit or restrict the keeping of an assistance animal on a lot.

How much notice does my tenant need to give if they are vacating?

There are a few different scenarios when a tenant is vacating a property, depending on how and when they are vacating depends on the notice period.

- If they are choosing to vacate at the end of their lease they will need to give at least 14 days notice.
- If they are choosing to vacate after their lease has expired they will need to give at least 21 days notice.

Important areas of the law which affect landlords, agents, and tenants during a tenancy

Termination

- The tenant agrees upon termination of the agreement to promptly and peacefully deliver up vacant possession of the premises, which shall include the handing over of all keys, and to notify the landlord or landlord's agent of the tenant's forwarding address.
- Notwithstanding any termination of the agreement the tenant acknowledges that they may be liable to pay rent until such time as all the keys are returned to the landlord or landlord's agent.

What is the process when my tenant vacates?

Once your tenant has given notice to vacate we start advertising the property immediately to secure new tenants. We then book in the vacate inspection to occur as soon as possible after the tenant returns their keys.

Once we have conducted the final inspection we can give the tenant a chance to rectify any issues, however, we are under no obligation to do so. We will then also charge the tenant their final water usage (if applicable). If need be we will then organise the necessary trades to attend the property and bring it back to its original condition less fair wear and tear.

If the tenant has returned the property in satisfactory condition and paid the final water usage, and outstanding rent etc. then we will authorise the release of the bond. If there were outstanding items once we have received all the invoices and have a final amount outstanding we will then claim the amount needed from the bond.

What is legal wear and tear?

Fair wear and tear describes the normal deterioration of a property from ordinary, everyday use. It's impossible to live in a property without causing some form of minor damage & scuff marks on the walls, worn carpet in high-traffic areas, and so on.

Final Inspection

This is the last inspection carried out as soon as possible after the end of a tenancy, once the tenants have returned their keys. The Ingoing Condition Report is used at this inspection and each item is checked off to make certain that the property is in the same condition as when the tenant took possession (less fair wear and tear). It is at this inspection that any items that need to be rectified by the tenant are identified.

Final Inspection Guide

Listed below are some of the items that need to be attended to before the tenants move in or vacate the property.

Kitchen

- The oven and griller is to be cleaned, drip trays to be cleaned of all grease
- Range hood to be cleaned including filters
- All cupboards, shelves, drawers and benches to be cleaned inside and out (don't forget the tops of the cupboards)
- Sink taps and disposal unit to be cleaned
- Walls and tiled areas to be free from grease
- All benches and floors to be cleaned and free from grease
- The dishwasher is to be left clean, wipe over internal door and remove debris from bottom drainer
- Any appliances should be cleaned, switched off at the wall and doors left ajar

General: All Rooms

- All exhaust fans throughout property to be cleaned, air vents dusted
- Venetians to be washed thoroughly
- Flyscreens to be removed carefully and hosed or brushed to remove dirt/dust (where possible)
- Windows, window tracks and sills to be cleaned thoroughly
- Doors and doorframes to be left clean and undamaged
- Marks to be removed from walls with sugar soap
- Cobwebs to be removed from ceilings, cornices and walls
- All light fittings to be cleaned and free from insects
- All floors and skirting boards to be washed
- All ceiling fans throughout to be free from dust
- Clean all mirrors throughout including wardrobe door mirrors
- Curtains to be washed or dry cleaned according to fabrics
- All vertical blind strings to be attached and secure
- All items on inventory to be accounted for

Bathroom

- Shower recess to be scrubbed
- Grouting to be free of all soap residue or mildew
- Shower curtain (if applicable) to be washed and shower screen to be cleaned.
- All plugholes are to be cleaned (soaps removed from holders)
- Mirrors to be wiped over
- All drawers and vanities to be cleaned
- Toilet to be cleaned thoroughly, including bowl, seat and cistern
- Ceiling mould should be removed

Laundry

- Dryer filter to be cleaned out.
- Clean under laundry tub and clean plughole
- Cupboards to be cleaned thoroughly inside and out
- Exhaust vents to be clean and free of lint

Pest Control

- If pets have been kept on the premises, then property should be professionally pest controlled for fleas inside and out and a receipt produced to our office

Carpets

- Carpets are to be professionally cleaned and a carpet receipt produced. Please note: If you choose not to use our offices' recommended carpet cleaner you could be liable to have the carpets re-cleaned should they not meet our standard of cleanliness

Outside Areas

- Lawns to be mowed and edges trimmed (clippings not to be dumped in garden beds or behind sheds)
- Flower beds and gardens to be weeded
- No rubbish to be left in the gardens or around the property
- All garbage bins to be emptied and cleaned
- Driveways, carports, garages, and any concrete areas to be free from oil or grease stains
- Garage floor to be swept and cobwebs removed
- Cobwebs to be removed from outside eaves, awning, and ceilings (where applicable)
- Pool and spa to be cleaned, vacuumed and at the correct pH factor
- Pool equipment to be in accordance with ingoing condition report

Damage:

Damage that occurs due to the tenant's neglect will be rectified at the tenant's cost.

Vacating Tenants: 3 Day Turn Around

At the time when a tenant is due to vacate there are many risks:

- The tenant leaves the property in a poor condition
- Work is required to the property to relet, however, it is not discovered until the tenant vacates

Therefore, it is essential that we have a period of at least 3 working days between tenancies, this allows us to arrange for any additional cleaning that may be required, carpet cleaning, minor repairs such as replacing smoke alarm batteries and light globes as well as allowing us sufficient time to complete our Comprehensive Ingoing Condition Report.

Hopefully that little bit of care and attention to detail at the commencement of the tenancy will guarantee that we never have to hear the words:

"It's cleaner now than when I moved in!"

What happens if I want to move back into my property?

If you would like to move back into your property we will either need to give the tenant 30 days notice to vacate the property at the end of their lease. If the tenant is outside of their lease (on a non-fixed term lease) we will need to give them 90 days notice to vacate the property. Once served "No Grounds Termination" the tenants can leave at any time without having to give their own notice. In addition the tenant is only liable to pay rent until they return vacant possession to the landlord, and by that we mean they have moved out and handed keys back.

If the tenant is locked into a fixed term agreement then the lease is guaranteed to them and you cannot move back in, unless they agree otherwise. Usually compensation is required and negotiated with you and the tenant should this occur.

What happens if I want to sell my property?

If you would like to sell your property we will need to give the tenants 14 days notice before it goes on the market. If your tenant is still in the lease they will only have to give 14 days notice to vacate unless they were told about the sale prior to signing their lease. If you need some advice about selling your property or need a market appraisal, please contact us and we will have a salesperson contact to assist you.

The Management Process - what we do

- Attend to landlord client correspondence and communication.
- Attend to daily tenant telephone, email, online and front office enquiries.
- Disburse and manage your rental monies through our trust account.
- Key management and security for viewings, all inspections, and tradespeople.
- Copying/scanning of creditor invoices.
- Rent collection and rent control early intervention.
- Correct and prompt serving of all legislative legal forms.
- Arrangement of water readings when required.
- Paying and recovery of water consumption from tenants.



“When will you inspect my property?”

- Coordinating tradespeople quotes and repairs with regular follow-up.
- Paying of tradespeople accounts.
- Paying creditors property expenses, on behalf of landlord clients.
- Serving rent increase notices on a tenant in-line with legislative requirements.
- Processing notices to vacate and confirmation with tenants.

The Lease Renewal Process - why it is important

Benefit to you- the main benefits for the continuance of a fixed term lease is that it assures a maximum payout on a landlord insurance policy should the tenant default in rent, and also guarantees the rent to the landlord should the tenant wish to break a fixed lease (this is dependent on your landlord insurance policy wording).

Should either of these situations occur on a non-fixed term lease (should a fixed term lease not be renewed) the tenant is not obligated to keep paying rent (only 21 days written notice is required) and the landlord can suffer unforeseen financial loss should this occur in a quiet time.

The landlord must fund the vacancy period in this case without a fixed term tenancy in place.

Should a default happen, the landlord insurance policy either pays a minimal amount or nothing at all (some bank sourced landlord insurance policies do not pay at all if the default occurs when a tenant is on a non-fixed term lease).

Therefore, keeping a tenant on a fixed term lease is in everyone's best interests.

The Lease Renewal Process – what we do

- Conducting a rent review in-line with market conditions to ensure your property is achieving its highest possible return.
- Landlord consultation for lease renewal suitability before a lease renewal is approved.
- Tenant approached for their intention to renew lease, and negotiation of terms and increased rent if applicable.
- The lease renewal is signed by your tenant.
- Copy of lease renewal is issued to the tenant and sent to the landlord.

The Routine Inspection Process

The routine inspection is conducted approximately 3 months after the commencement of the tenancy & every 6 months thereafter.

This allows us to monitor the tenant performance and general condition of the property, keeping the condition as well maintained as possible and keeping your asset value maximised.

The Routine Inspection Process - what we do

- Issue the tenant with the required legislative notice of inspection.
- Tenants & Landlords are notified of upcoming inspection and landlords are welcome to attend any inspection
- A room-by-room written report detailing tenant performance, criticisms, repairs, concerns, and recommendations for improvement to the condition of the premises.
- Tenant feedback on performance.
- Tenants followed up of unsatisfactory items identified with a further inspection if required.
- Issuing of original written report to the landlord including all photos & videos.
- if we are unable to attend the property in person due to tenant's illness or other restrictions we conduct our routine inspections via video and record the tenants showing us through the property and send a link to the video to the landlord along with the report.

Vacate Inspection Process - what we do

- All items from the original property condition report are checked off.
- Any tenant neglect, damage and cleanliness issues are noted in writing, (allowing wear and tear on the property).
- The tenant is directed to amend any items that are unsatisfactory on the original Ingoing Inspection Report.
- Should the tenant not return we arrange the appropriate trades to attend and return the property to its initial condition less fair wear and tear.
- Return to the property to re-inspect any items unsatisfactory to ensure proper rectification.
- Update the Ingoing Inspection Report for the next tenancy.

“At the end of each financial year our landlords receive an Income & Expenditure Report for the past financial year.”

Monthly Administration Process - what we do

Monthly you will be provided a statement showing rental payments received, and any other expenses that have been handled and paid on your behalf, and how much was disbursed to your nominated bank account.

Annually you will be also issued with a summary of income and expenses in relation to your investment property in any given fiscal year.

Your accountant is likely to charge much more to prepare an equivalent summary for you. Our annual summary statement offers excellent value, saving you considerable accountancy expenses. This statement highlights all incoming and outgoing expenses for the property making it easy to lodge your tax return.

The Tribunal/Court & Attendance Process - what we do

We are required to prepare for and appear before NCAT.

We will always seek your permission and let you know before appearing at Tribunal on your behalf.

This process involves preparation & organisation of all documentation, travel to and from and attendance at any Tribunal hearings as required.

The Insurance Claims Process - what we do

We provide services where we can, on your behalf, prepare insurance claim forms covering issues such as property damage, rent default & pet damage. This is of course depending on the type of claim and the type of insurance cover you have for your property.

Completing paperwork is cumbersome and tedious, and we can take this work and effort, so you do not need to stress!

Outside of Normal Duties Process - what we do

From time to time we can be available for circumstances that occur outside of normal duties, or normal business hours.

These could be:

- Available to oversee the renovation of a property, involving arranging several quotes, overseeing several different tradespeople and checking on work completion etc (as opposed to normal repairs and maintenance items).
- Meeting assessors or real estate valuers at properties.
- Meeting landlords at properties outside normal business hours (for example, to conduct a property inspection etc).





Section 4

Our Written Service Standards & Guarantee



Property management customer service standards for landlord clients

Appointments

- We arrive before the time specified for any appointment
- For any delay created beyond our control, we will ring and advise prior to the agreed time

Communication

- Office hours are 8:30am – 5:30pm Monday to Friday, and 8:30am – 4pm Saturday

We will respond to:

- Telephone messages – within 4 hours
- Email – within 24 hours
- Fax – within 24 hours
- Mail – within 48 hours
- When your property is available for lease, we will update you with feedback on the leasing at least two times per week until leased

Documentation

- We will provide all documentation in clear and concise English
- We ensure that all documentation is accurate and complete

Periodic Inspections

- We carry out periodic inspections 3 months after the tenant moves in and then 6 monthly and provide you with a detailed report which include photographs each time

Personal Information

- In accordance with our documented Privacy Policy, all personal information will be held in the strictest confidence and will not be released to a third party without written authorisation
- Any updates or corrections to your account with us will be recorded in our system immediately upon receipt (we should always be notified in writing)

Marketing Of Rental Properties

- We will erect a “For Lease” sign on the property as soon as the listing is confirmed (subject to necessary approvals)
- We will place the property on our website & other real estate portals within 1 working day of listing confirmation (subject to photographic requirements)

Professional standards

- The highest standards of honesty, integrity and professional practice will be conducted in compliance with the Code of Conduct of the Real Estate Institute of Australia and our property management policies & procedures manual

Rent Arrears

We will follow up all rental payments in accordance with our documented and unique arrears process, and the requirements of the Residential Tenancies Act

- Your property manager will advise you immediately if your tenant falls 11 days in arrears

Rent Monies

- All monies received from us will be banked into your nominated bank account within 1 working day of our monthly close off dates

Repairs and maintenance

- All routine repair requests will be attended to within 2 working days
- All urgent repairs will be arranged within 4 hours
- All reasonable steps will be taken to obtain the best pricing for repairs and maintenance

Tenant Selection

We will verify all information provided to us by prospective tenants and carry out a search on TICA database

Processing of tenancy applications

- Tenancy applications will be thoroughly checked and the outcome communicated to both you and the tenant within 48 hours of receipt

Vacating

On receipt of notice to vacate we will:

- Advise you by phone or email
- Acknowledge in writing to both you and the tenant
- Advertise immediately (in accordance with the Residential Tenancies Act_ on our website and implement the agreed advertising schedule
- Prepare all required vacating documents
- Arrange access for viewings by prospective tenants
- We will carry out a pre-vacate inspection and advise you of the outcome

After vacating we will;

- Inspect the property and within 4 working days finalise the tenants rental bond
- If deductions are required, a detailed breakdown will be provided to both you and the tenant

Accounts and statements

- All authorised property outgoings will be paid on your behalf prior to the due date (subject to the availability of funds)



LEASED

Locally yours,

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