



PROPERTY MANAGEMENT

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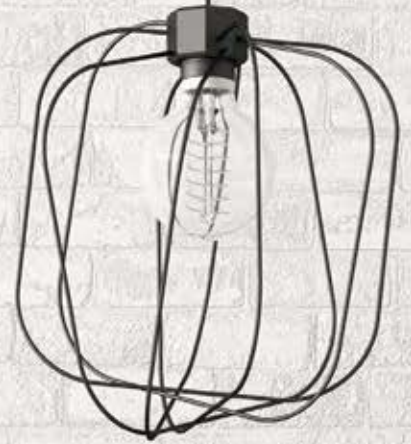
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Amity Property Group



MISSION STATEMENT

A Defining Difference

'Defining Difference' underscores Amity's ambition to establish itself as a leading force in the Melbourne property market.

Amity Property Group is a professional full-service real estate agency that offers a bespoke approach to our valued property owners, buyers and tenants.

We excel at what we do, and always strive to ensure that your investment is cared for with the highest level of skill and professionalism.

At Amity, we measure our success on our clients' realised financial benefits. As you will soon discover, there is a genuine difference in the way we approach property management.



Property Management

Investing in property can be a great strategy for building wealth. It can offer a unique combination of capital growth, ongoing cash flow and significant tax benefits.



At Amity Property Group, we set high expectations on ourselves to uphold the highest quality of service standards for you as our client. Amity's property managers are all champions of the industry with years of experience in the property sector.

Our aim is to ensure that you, as our valued client, are given peace of mind. We strive to achieve above-average rental returns by placing quality tenants in your property/s, helping further guarantee strong returns over the life of your investment.





Appraisal

UNDERSTANDING THE MARKET

Getting your property appraised prior to going to market is a key step towards maximising the potential of your investment property. Amity Property Group will provide you with an in-depth understanding of the current property market and how your property stands in comparison to other properties available for lease in the area.

LOCATION ASSESSMENT

A comprehensive review of your property will be conducted during an appraisal, with location, proximity to schools, public transport, shops, and other amenities considered.

MARKET UPDATE

A report of the current market trends around your suburb and an analysis of similar rental properties in the area. We will also provide an estimate of the rental yield you could expect for your property given current property market trends.

RENTAL PROCESSES

During the appraisal, we will also walk you through the renting process, including going to market and securing tenants. We will cover topics such as preparing your property for marketing, leasing stages, managing your property, insurance and finances.



Preparing Your Property

Preparing your property to rent.

A well-presented property sets itself up for success on the rental market, attracting better quality tenants and generating better rental yields.

However, before tackling the aesthetics, you should ensure that your property provides the basic necessities for a quality home. Some basics to consider are:

- Phone/internet connections
- Heating and cooling
- Security - Spare sets of keys, locks, garage remote, swipe cards, etc, for yourself and your managing agent
- Privacy: Curtains or blinds
- Smoke detectors

What if I don't have time to prepare and present?

At Amity Property Group, we advise all of our clients on property presentation and preparation best practice in order to achieve the best results for your investment.

If you are unable to prepare your property for market, Amity's Property Management Team will be able to assist you with organising staging services and any necessary trades to take the hassle out of the process for you. Amity only engages with industry professionals and reputable tradespeople, so you know we've got the right people on the job.





CLEANING

- General cleaning
- De-clutter and store away personal belongings
- Flooring, tiles and grout
- Kitchen splashbacks and bench tops
- Steam clean / dry clean carpets
- Curtains and blinds
- Windows and flyscreens
- Exteriors
- Pool cleaning and ongoing maintenance



MAINTENANCE & REPAIRS

- Cracked glass and damaged plaster
- Faulty or damaged appliances
- Re-polishing floorboards and tiled flooring
- Broken light fittings and burnt out light bulbs
- Doors and cupboards
- Fireplaces (if available for tenants use)



ADDED VALUE

- Split system cooling and heating
- Updating carpets or flooring
- New light fittings
- Refurbish bathrooms and kitchen
- Painting (internal and external)
- Landscaping, fencing and garden
- Adding storage spaces



Marketing



The single most effective way to secure a lease on your property is through strong marketing.

Since no two properties are the same, Amity Property Group's marketing approach varies with each property. Our marketing and property management teams work closely together to provide you with an effective strategy ensuring that your property attracts the right attention from the right tenants.

Each campaign is tailored to suit, with budget and market considerations taken into account. Amity Property Group can provide copywriting, professional photography, floorplan generation and other services in order to achieve the best outcomes.





LISTINGS

Effective messaging will be developed and composed for your listing to help ensure success, leveraging the property's location, features, and amenities.

Listings are published on the Amity Property Group website and across a network of 10 real estate portals, including the two of the largest real estate sites in Australia, Realestate.com.au and Domain. Our premier listings on Realestate.com.au ensure that your property is placed on the first few pages giving your property maximum exposure.

NETWORK

At Amity Property Group, we have an extensive database of prospective tenants who are always looking to lease. This ever-growing database has been built from enquiries through our own development listings and through referrals from clients that we've maintained strong relationships with.

PRINT

Depending on the circumstances, we may also explore print advertising options such as brochures, hard-copy collateral and lease-boards to further support digital efforts.



Leasing Your Property

TENANT SELECTION

Every client and their investment property is important to us at Amity Property Group, so finding the right tenant who will look after your investment is integral.

When selecting a tenant for your property, we will present each applicant in detail for you to screen—providing professional advice along the way. The final approval of tenant(s) will ultimately be decided by you. Additionally, to assist with the process we will:

- Collate completed tenancy applications from all interested parties;
- Select a tenant in consultation with you and negotiate favourable lease terms, rent amount and special conditions (if any);
- Prepare leasing documentation and arrange Residential Tenancies Bond Authority (RTBA) bond lodgement forms;
- Brief your tenant on their obligations under the tenancy agreement, obtain the first month's rent and bond to secure premises;
- Prepare a Condition Report with internal and external photographs, documenting the condition prior to commencement of tenancy; and
- Provide the tenant with written statements advising after hours emergency contact numbers for urgent repairs and agent's authorised urgent repair limits as required by the Residential Tenancies Act.

Amity will always work in your best interests, ensuring routine inspections are carried out, repairs made as required, and that your property is well maintained. We will also monitor rental payments daily to minimise any rental arrears.



Managing Your Property

Your property is backed by a team of professional property managers who have years of experience. Managing your property is all about ensuring that your investment is cared for in a way that maximises your return, while minimising your risk.

We aim to ensure that every client receives the same level of excellence from us through services such as:

- Monthly rental collection from tenants, monthly statements detailing income and expenditure, and electronically depositing funds into nominated accounts;
- Managing outgoings from rental payments such as council rates, water rates, owners corporation levies and fees, repairs and regular maintenance;
- Conducting routine inspections of the property to ensure tenant(s) are maintaining your property to an acceptable standard, reporting on the cleanliness and presentation of your property, and recommending maintenance as required on the property;
- Negotiating lease agreements, renewals and serving documentation for existing tenancies;
- Managing rental arrears and serving VCAT notices within required time frame or as instructed by you;
- Facilitating all required documentation during a change of tenant;
- Providing end-of-financial-year statements detailing total revenue and expenses;
- Conducting end-of-lease inspections to ensure the property is handed over in an acceptable condition in accordance with the Residential Tenancies Act;
- Administration and lodgement of bond claim form(s); and
- If required, preparation of all tribunal documentation and representation on your behalf at Victorian Civil and Administrative Tribunal.



Finalising The Tenancy

At the end of the lease agreement, if your tenants decide that they would like to vacate the property, we will advise you step by step on end of lease process and help secure a new tenant for your property. We will also advise you on the best way to end a tenancy should this be required.



Your property manager will arrange a time with the outgoing tenant to visit your property and conduct a final inspection, ensuring that the tenant has returned the property to the required standard in accordance with the Residential Tenancies Act.

Once we have completed the final inspection and we have your authority to return the bond to the tenant, we will lodge a claim to the Residential Tenancies Bond Authority. Should there be a need to claim all or part of the bond, we will have 10 days to make a claim to VCAT. Amity will prepare all tribunal documentation and representation for hearings on behalf of the owner.



