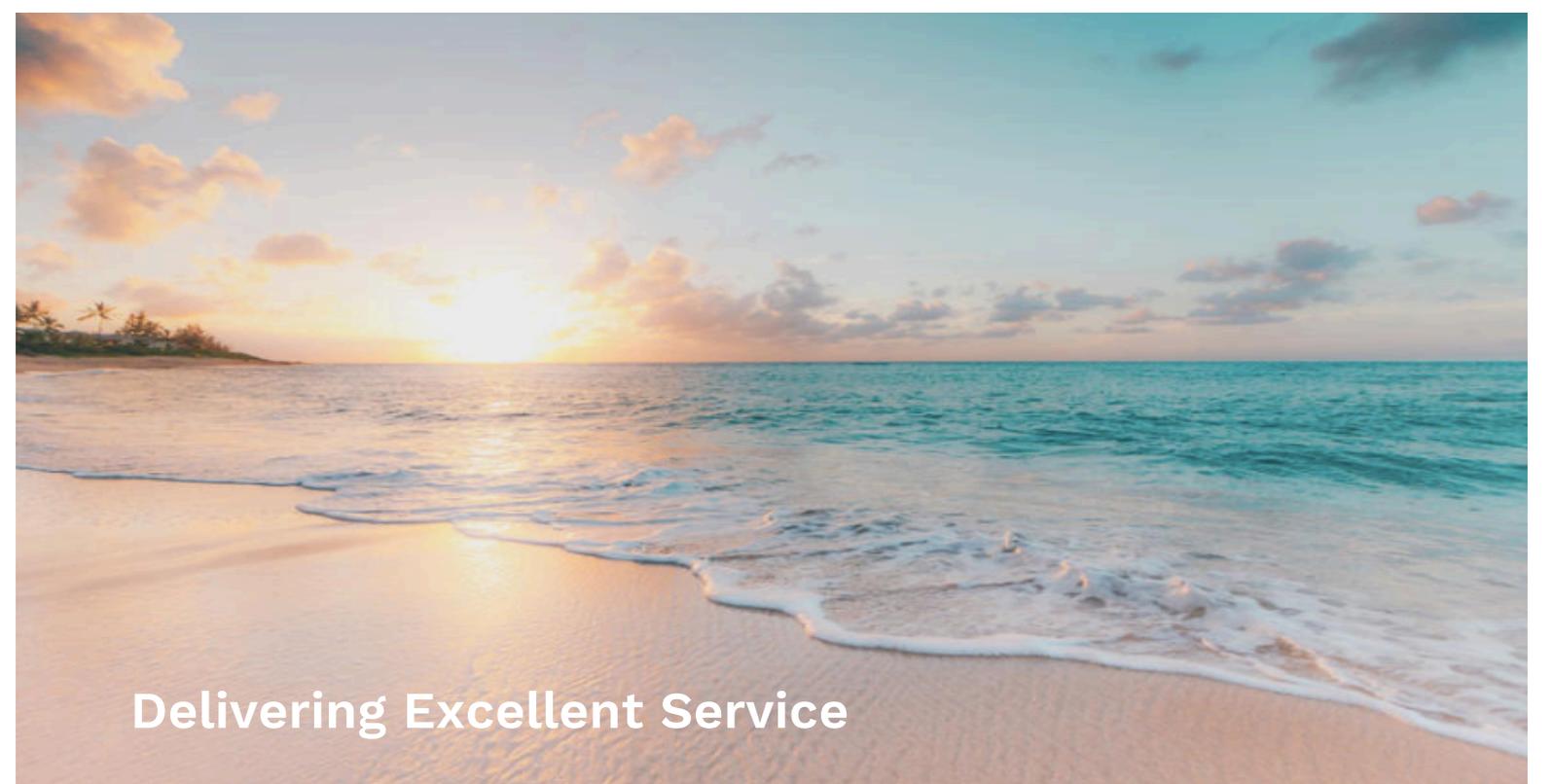




Property Management
Your Guide

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Delivering Excellent Service

The most dedicated and truly passionate property manager on the Sunshine Coast. Making your experience as a landlord the best it can be by taking the stress off your hands.

Experts even in the trickiest situations

At Davine Realty, our portfolio has quickly and consistently grown since being in business. This didn't happen due to luck. It requires lot of commitment and day-in-day-out dedication. We love doing what we do and are so grateful for our amazing clients and their kind reviews and referrals.

Being in the property management business for over 12 years as well as owning an investment property myself, I understand what it's like to be on the hunt for the perfect agent.

Now, we may not be perfect, but we have the commitment and are continually reviewing our processes to ensure you are gaining the best service and outcome for your property.

Each aspect of management takes a certain level of experience and knowledge, and that is what we are here for. We ensure your property has and retains a good tenant and maintains its presentation inside and out. We want to take the hassle off your hands when it comes to comprehensive routine inspections and reports, regular information on rental arrears and maintenance, up-to-date rental return reviews and easy-to-access statements.





Marketing to Find the Right Tenant

It doesn't matter if it is a residential or commercial property, marketing will be put in full force when you say 'go'. The aim is to find the right tenant in the shortest amount of time to ensure you are getting the maximum return on your property.

Finding Your Dream Tenant

We will have your property listed on a variety of advertising platforms as soon as you are ready, databases such as domain, realestate.com.au, rent.com and our website. This will attract potential tenants and ensure we have the details of people wishing to view your property.

Scheduled appointments for viewings can be set up throughout the week, as well as other inspections for the tenants that can't attend the listed times. Something a lot of property managers don't do is Open Homes on Saturdays. In order to acquire the best tenant, there should be inspections set up all week.

A professionally installed sign board will be set up outside the home or apartment complex (subject to Body corporate rules). This will advertise the homes leasing state and make it obvious for passing audience.

Additional advertisement can easily be arranged such as paper advertisements or balcony view signage.

Following each inspection of the property, we will notify you of the outcome and keep you informed throughout the marketing and search process.





Selecting a Suitable Tenant

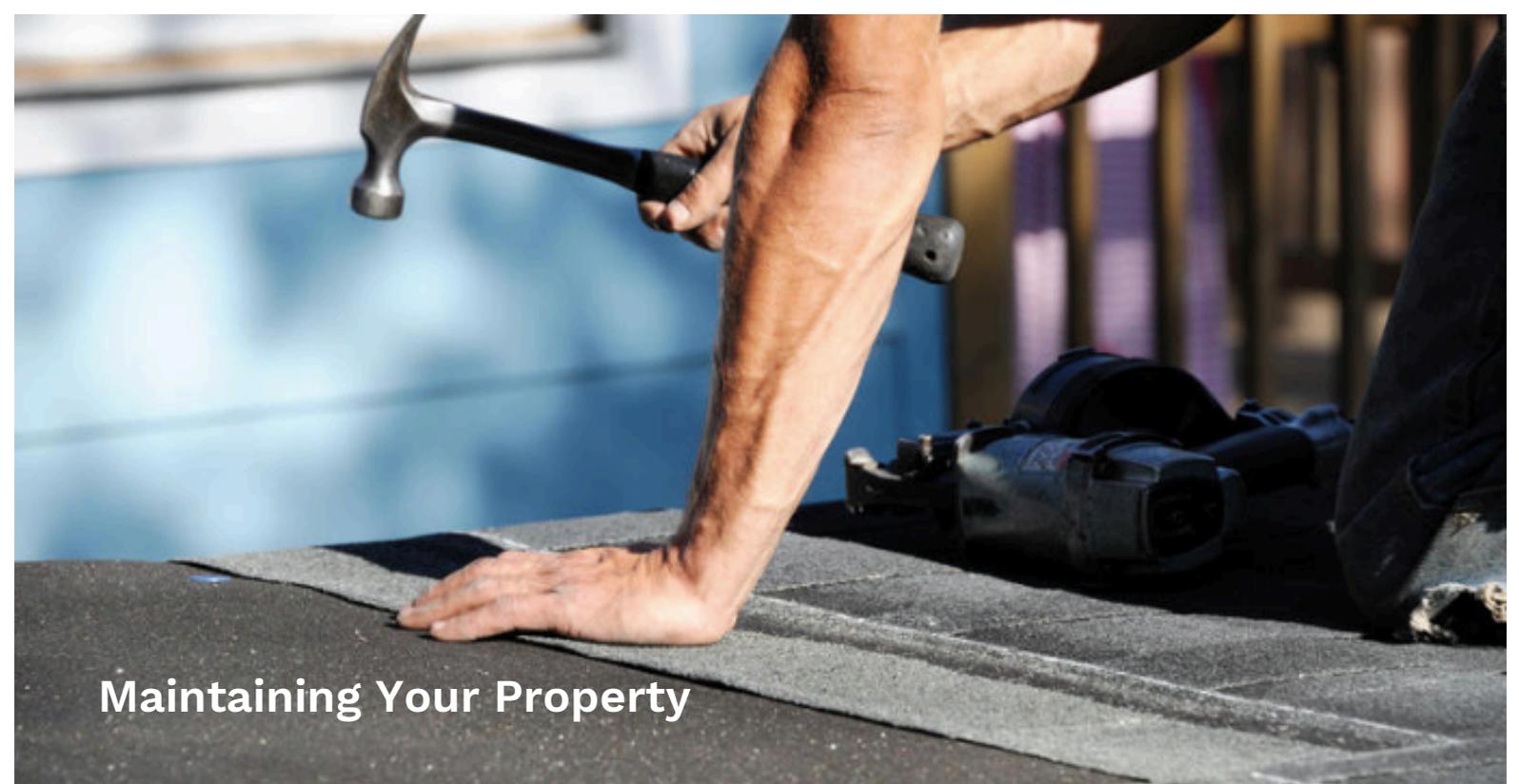
It's our job to ensure the best tenant is occupying your commercial or residential rental property. We put forward the most suitable tenants for your property, as well as manage and negotiate those other tricky situations so you don't have to.

Selecting Your Tenant

We have been told we are fussy...

Fussy about the appearance of the property, fussy about the maintenance done, fussy in relation to how clean the inside and outside is kept throughout tenancy. This fuss means we have to be fussy about the source and in this case, that is the tenant.

I am now the property manager for numerous landlords that are past tenants. This Indicates... they felt they were treated fairly whilst the owner's property was put first. Our careful selection of tenants and regular and ongoing routine inspections ensure your property is cared for in accordance to the Form 18a Lease Contract.



Maintaining Your Property

In order to keep the right tenants occupying your property and to ensure it maintains or increases in value, it's vital that ongoing maintenance is carried out when needed. Just like a property you would live in yourself.

Comprehensive Inspections

There are a number of inspections done throughout each tenancy, including the entry inspection and report, routine inspections every three months and when necessary, as well as an exit report.

Each of these inspections involves a detailed entry report as well as a minimum of 500 photographs (for evidence) if there is a dispute down the track.

We take pride in the way your property is kept and maintained so it is important that the appropriate actions are taken by the tenant as soon as possible to report any issues with the home.

Being a small business you can be assured that any urgent maintenance will not be forgotten about or put to the side. We have 24-hour contacts for all trade, and if required, it can be handled immediately.

Many people believe they can manage their investment themselves. But they may not realise the amount of work it takes to manage the property in between the beginning and end of the tenancy. It is this in-between period that ensure you property maintains its maximum value.

It's your decision as to whether you want to have the final say in accordance with any repairs or maintenance, but unless said otherwise, you will be notified of any issues, and everything is reported.



Maximising Your Rental Return

At Davine Realty, we don't just ensure that the property is well cared for but also that it has a consistently high occupancy rate.

It's crucial to begin the process as soon as possible to find a qualified tenant and to maintain a constant income.

We understand the frustration you may have when your rental home isn't occupied.

It's not always worth going upgrades to guarantee maximum rental return. However, we can help determine if a modest upgrade such as dishwashers or air-conditioners would attract higher rent for your property. It is also common in investment properties that extensive renovations or property upgrades will need to be done. This is important if you're intending to hold on to your investment for years to come.

It's also important to choose a realistic price for your property, whether you're selling a home or determining the weekly rent you would like to charge, to ultimately get the most out of your investment. At Davine Realty, we will do comprehensive research on the area, the property type and recent rental prices for the same sort of property, all in order to come up with the most appropriate price.





The Complete Property Management Service

There are numerous day-to-day challenges in investment Property Management. Davine Realty is the most efficient Property Management Agency in the area, so let us do what we do best and take the stress and worry away so you can get on with what you like doing.

We Manage Property Expenses

Nobody likes to deal with bills. Water bills, maintenance bills, rates, insurance and all that's in between. Each of these can be set up so they are directed straight to us. From there, we can take the money from our trust account in which the tenant pays weekly rent into, in addition to sending the tenant a bill when required. All of which is hassle free for the landlord, and unless you instruct us otherwise, you will just receive the tax invoice and not have to worry about the payment side.

Income Distribution

We use an effective and easy to use online program called PropertyMe. You will be given a personal login to use in order to view, download and print statements, making it so simple to track down any documents you may need.

The Best of the Best Tradespeople

We never leave the job up to you to find a handy man to fix the job! We know the best locals in the area to help you out. Getting a quote is the first step and depending on the urgency it can be done immediately or in the near future. The tradespeople we have on call are reliable, professional and well trusted by us and we have been using the for many years.





Property Management Fees

Residential Property

Management Fees

This is the main cost of your property management service. We charge 7.5%. This is for activities regularly occurring such as rent collection, organising repairs and maintenance, communication between tenant and landlord, enquiries by tenant and landlord, arrangement of keys for pick up, bills and following up.

Letting Fee

This fee is of the services conducted by the property manager which involves the sourcing of a new tenant for your vacant property. This includes private inspections and Open for Inspections in order to find a suitable tenant. In addition to sourcing the tenants background and reference checks have to be conducted, legal documentation collected and bonds lodged with the RTA. The charge is 1 week's rent plus GST.

Admin & Banking Fee

This covers the bank charges and any other admin fees. Payable on the 1st of the month. \$5.50 per month

Marketing Fee

This covers the internet advertising at \$155 including GST. This is charged by realestate.com.au. Additional charges may occur, for example professional photography costs \$100.

Holiday Home Leasing

Wouldn't it be perfect to go away on holidays and be making money while you travel! Now with Airbnb, this is so simple to do. The amount you could be making depends on several factors, including the location, size, condition of the property and the time of year. We would be happy to speak to you about potential investment opportunities you might currently be missing out on. We can take care of everything. All you have to do is contact us.

Fees

- **Service fee:**
This is automatically charge by Airbnb, and so the occupant will pay this fee.
- **Management fee:**
10% of total booking fee
- **Washing fee:**
\$22 per load of washing – Approximately 5kg
- **Changeover Clean:**
From \$60

Why Choose Us?

We Are on Your Side

Davine Realty is a newly founded company with the experience and expertise of an old one. We will spare no effort making the process of renting out your investment as easy as possible. We are committed to ensuring our customer service is of the highest standard – this includes our service and communication to you, ensuring your returns are maximised through excellent marketing, including open homes on Saturdays, and keeping your property well-managed and maintained.

Dynamic Agents

We carry out regular training to keep up to date with relevant laws and regulations in relation to Residential Tenancies and Rooming Accommodation Act 2008, Retail Shop Leases Act 1994, Property Law Act 1974 and common law relative to commercial properties. To ensure the legal rights of our landlords are protected. This will assist in maintaining the property's value and presentation, even after there have been a number of tenants occupying the property. There is also training done around the best modern real-estate programs to ensure you are receiving a premium service in return for our management fees.

Personalised Service

Being a small company, we are able to deliver the extra level of service, care and detail to each landlord and their investment. We offer 24/7 response to prospective tenants and maintenance requests, minimal time vacant, local knowledge specific to your area. We are confident in our ability to manage your property to the greatest standard. All you have to do now is trust us.

Overview of What We Do as Your Property Manager

