

YOUR  
INVESTMENT  
AT WORK

LUCAS



# WHAT WE DO WELL

As Melbourne's premier vertical living specialists, we've worked tirelessly to maintain our leadership in Property Management. Our people know Melbourne's apartment market inside out – it's what our business is built on. When you deal with Lucas Real Estate you'll realise the priceless advantage that experience brings.

We're one of the most established as well as one of the fastest growing Property Management divisions in the business, managing one of the largest rental portfolios in Melbourne's Inner City on behalf of our valued homeowners.

As Property Management professionals we will chart the very best course for your investment through efficient, stress-free management with comprehensive reporting. We know what it takes to maximise your rental return, secure you quality tenants and ensure rent is paid on time.

All of our managed properties are maintained to meticulous standards, with our network of reliable tradespeople on hand when required.

Centrally located, our two offices efficiently service a broad network of properties across the Inner City. Our proactive team provides traditional personal service backed up by the most advanced technology, processes and constant training. Our numerous awards and excellent relationship with developers are testament to our market insight and meticulous attention to detail, culminating in exceptional results for our clients. At Lucas, your investment property is in the very best hands.







# BANK ON A BETTER RETURN ALL DAY EVERYDAY

Your return on investment is our success. We never under-estimate the potential of your property. It is important to ensure your precious investment is achieving the maximum possible yield. It's only through achieving your goals in terms of return on investment that we judge our performance.

As local market experts we've got our finger firmly on the pulse, meaning we can provide an accurate appraisal of your property's true rental value. We'll secure you the highest achievable return, find quality tenants, conduct regular rental reviews, manage outgoings, minimise vacancies and arrange rapid, cost-effective maintenance. At Lucas we do more to ensure you spend less, because we see the return on your investment as our highest priority.





# EVERY STEP OF THE WAY

## THE RIGHT ADVICE

Lucas has been leading the way in local Property Management since 2004. We operate one of the largest property portfolios in Melbourne's Inner City, professionally managed by our experienced, results-orientated, client-focused team. The depth and breadth of our market knowledge means top quality advice for our clients. You can turn to us for expert insight into market values and trends, maximising rental returns, careful tenant selection and efficient management. Lucas – make sure you're getting the most out of your investment property.

## HASSLE-FREE MANAGEMENT

At Lucas, our Property Managers do much more than simply manage your property. We're in the business of providing peace of mind. We take all the stress and hassle out of owning an investment property so that you reap the rewards without having to give your precious investment another thought. We'll make sure you're kept fully informed every step of the way, with detailed reporting and consistent contact and feedback. We want to make sure you're delighted with our service and can relax knowing that your property is in the most capable hands. Lucas – Property Management made easy.

## PROTECT YOUR PRECIOUS INVESTMENT

At Lucas, our Property Management team not only maximises return on your investment, we'll also look after your property as if it were our very own. We have a rigorous tenant selection process and make it a priority to forge relationships with tenants who will respect your investment. We use only tried and trusted maintenance staff to attend to repairs rapidly and cost effectively. Regular rental reviews are conducted and inspections carried out to ensure your property is being properly cared for. Don't trust your investment to just any agency - rely on the local expert who truly cares. Your property is in safe hands with Lucas.

## EXPECT EXCELLENCE

At Lucas there's a good reason why we manage one of the largest rental portfolios in the Inner City. 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 have a respected, established brand, a highly visited website and clever, cost-effective marketing. You'll enjoy the individual attention you deserve, with a boutique service which provides one reliable point of contact. At Lucas you can expect only the very best.



# WE UNDERSTAND THE IMPORTANCE OF FINDING THE RIGHT AGENT TO MANAGE YOUR VALUED PROPERTY. HERE'S WHAT YOU CAN EXPECT FROM OUR SERVICE.

## 1 - CLEAR & REGULAR COMMUNICATION

Our relationships are based on timely, honest and comprehensive communication. We understand that as a landlord, you need ongoing communication of all issues relating to your asset. You are included in all major tenancy and maintenance issues relating to your property, and all monthly statements are accurate, timely and easy to read.

## 2 - MARKETING - THE BEST IN THE BUSINESS

We take the promotion of our client's properties very seriously. Our mid week open home inspections, professional photography and floor plans and highly effective database marketing are considered the highest of standards. In fact, prospective tenants seek us out as the dominant agency in the area and our user friendly website is constantly updated.

## 3 - TENANT SELECTION PROCESS

We are all about setting up the tenancy correctly from the outset. This includes quality promotion, thorough tenancy checks, detailed property inspection reports and a strict policy towards rental payments and property maintenance. We enable you to make a fully informed decision about the best possible tenant for your property.

## 4 - HIGH RETURN ON INVESTMENT

We attempt at all times to achieve the highest possible rental return and minimise cost expenditure for our landlords. For this reason our regular rent reviews, and our ongoing tracking of market rates, ensure we deliver the optimum return.

## 5 - RENT COLLECTION

All tenants are required to pay rent monthly in advance. To make things easy we provide our tenants with several options for paying their rent.

## 6 - YOUR ACCOUNTS MANAGED EFFICIENTLY

Accurate and timely statements are crucial for landlords to track their income and returns. You will receive statements with copies of all invoices each month, plus an annual income and expenditure report. Payments are processed twice weekly with prompt payment via electronic transfer into your nominated bank account.

## 7 - RENTAL REVIEWS AND LEASE RENEWALS

We know the market intimately and will ensure that your investment is obtaining the maximum possible return, with reviews completed throughout the tenancy.

## 8 - REPAIRS & MAINTENANCE

We understand that preserving asset value is a function of timely and quality maintenance. We attend to all maintenance issues promptly to ensure that your property and your tenants are being well looked after. We maintain a current list of preferred best practice trades people to ensure the speed of repair and the quality is maintained at all times. As the owner of the property we will provide you with quotes on all work, and monitor the outcome of work completed.

## 9 - PERIODIC INSPECTIONS

We carry out inspections of the property as specified by legislation in a timely manner. We provide you with detailed reports and photographs (when possible) identifying any repairs and maintenance issues that require attention.

## 10 - LANDLORD INSURANCE

Full protection of your property is vital. We will refer you to several highly reputable insurance companies who can tailor protection to your specific needs and are happy to assist you with organising appropriate cover.

## 11 - OUTGOINGS

As part of our wide range of services to you we can also attend to payments of ownership costs including water rates, council rates, owners corporation fees and insurances.





# LUCAS