



SUTHERLANDS
PROPERTY MANAGEMENT GROUP
— REAP THE BENEFITS —



RESIDENTIAL PROPERTY MANAGEMENT GUIDE

Welcome to Sutherlands

Residential Property Management Guide

Sutherlands Property Management offer a specialised approach to property management in the Gold Coast and greater Regions.

As an independent agency with a team of dedicated real estate agents who all have the same professionalism, enthusiasm and experience to create an agency our focus is to lead the industry in Property Management on the Gold Coast. As an independent, locally-owned and managed company, we have an intimate understanding of the regions property market. We also ensure your needs come first.

We have an absolute commitment to providing the highest standards of business ethics. We value our reputation for integrity, trust and excellent trust. We are dedicated to managing your investment the right way. We are a specialist Property Management company.

Sutherlands are an accredited Agency of the Real Estate Institute of Queensland (REIQ) and are devoted to upholding the REIQ Standards of Business Practice, formalised through continuing professional development and training. An REIQ Accredited Agency is also bound by a Code of Ethics.

By choosing Sutherlands to manage your investment property we will provide you with our unique **Standards and Guarantee Policy**. This Policy will be our overall commitment to you while managing your valuable asset.

Not all property managers are the same. In order for you to make an informed decision we have a list of **10 Most Important Questions** to ask before making a decision.

Exclusive to Sutherlands Property Management is our own “**Property Owner's Handbook**” packed full of information on renting out your investment property in Queensland.

Leading the Gold Coast in Property Management

Property Management Experience

The key benefits Sutherlands Property Management offers to clients

OUR BRAND

We are a locally owned and operated company with a commitment to provide the highest level of service at all times.

OUR PEOPLE

Our people are our key difference. Our team focus on being excellent at what they do and are committed to staff training, resources and innovation. We recognise to obtain the best possible return on the property a professional property management team will not lose sight of the fact communication with both the Owner and the Tenant is vital.

We have some of the best technology for ourselves and our clients.

RELATIONSHIPS

Our Clients identify with and appreciate the value we create for them, enjoy every dealing with us and actively promote our Agency amongst their peers.

PERFORMANCE

Our clients appreciate what we do for them and the value we provide them. They prosper under our guidance and education. We aim to deliver measurable performance and economic benefit as a direct result of the service we provide

CONTROLLED MANAGEMENT

Our procedures control the structure for management of quality, process and achievement of client expectation. Our team is held accountable for keeping you informed at all times.

Property Management Understanding

We understand when choosing a Property Manager you require experience, the ability to co-ordinate and control delivery of services to ensure consistency and high quality services at all levels

We believe your objectives would include some of the following

OBJECTIVES

- A quality business model
- A high level of communication to ensure you are fully informed on all matters relating to your individual portfolio
- Accurate and timely financial information
- Maximising the returns of your property investment
- Ensuring tenant satisfaction and retention
- Maintaining a high level of property presentation
- Minimising vacancies
- Building strong tenant relationships

We have some of the best technology for ourselves and our clients.

SERVICE PROVIDED

- Guarantee of service
- Timely responses to your requirements and requests
- Accurate and timely reporting

Special requirement from you are welcomed for discussions

Our Team's Commitment to You

Sutherlands Property Management is 100% focused on delivering service to our managed clients.

Our Property Management team is supported by Senior Management and a Principal with over 38 years of combined experience and a wealth of knowledge.

We are supported by Leading Property Management of Australia who have an active roll in providing continued support and training to the Property Management team. With a wealth of highly trained and respected members of the Property Management Industry we are confident in the process we utilise within our Department.

This provides our Property Management team with the skills and absolute confidence & knowledge to negotiate the best possible resolutions for our clients.

Marketing Your Investment

We have a dedicated team member who focuses on delivering quality tenants to our Owner Clients through our marketing systems and rigorous tenant selection process.

We expose our properties for various channels:

INTERNET MARKETING

24 Hour exposure to the market

This enables us to present your in quality photo format on a 24/7 basis. We utilise the services of the most popular internet website for people looking for real estate, www.realestate.com.au as well as our own popular website www.spmg.com.au. The internet is the medium choice for consumers when searching for property to rent or buy. It has become vital marketing tool and has superseded print media.

PROPERTY SIGNAGE

The second most popular medium is signage at the property. This format also presents the property on a 24/7 basis. We utilise the QR codes on all our signs. Many Real Estate Consumers have a smart phone. With an app they are able to scan the QR code and the app will take them directly to our website. Here they can view the property in photo format as well as our unique video tour.

VIDEO VIRTUAL TOUR

At Sutherlands we have invested in the latest technology in video formatting. We are able capture the benefits and true visual of the property and upload to our YouTube channel, Sutherlands TV. This medium has gained momentum with Real Estate Consumers as they are able to take a real life tour through the property before booking an inspection.

PROFESSIONAL PHOTOGRAPHIC PACKAGE

We believe in "first impressions count" policy and where possible we will have the property professionally photographed. This captures the property in it's best light allowing for quality photos to promote your property

Tenant Selection

At Sutherlands a major advantage is the ability to reduce risk for our Owner Clients by a combination of experience and comprehensive tenant reference checks.

INSPECTION PROCESS

Our experienced Leasing Team meet hundreds of potential tenants per year. Our selection process starts during the inspection process forming impressions based on experience when we meet and show people through each property.

APPLICATION PROCESS

Where potential tenants are interested in applying for a property we have them complete a comprehensive Tenancy Application Form. This provides details of their personal and employment situations, references and authorisation to carry out background checks. Where possible applicants are interviewed by our Staff to ensure we are placing the right people in the right property.

BACKGROUND CHECKS

The application form has provisions for a variety of references including workplace, personal/business referees and two previous rental references. Our Leasing Team contact all listed referees requesting pertinent information to assist in minimising future risk. Financial history of the applicants is also examined, the applicant gives permission for Sutherlands to check their history through TICA (Tenancy Information Centre of Australia) with a view to discovering any undisclosed bad behavior.

OUR "RULE OF THUMB"

Our Property Management team work with the same viewpoint which leads to our rule of thumb. "Begin with the end in mind", are these tenants able to maintain the property and ensure the rent is paid during and after the tenancy? If the answer is No or Not Sure we won't proceed with the Application.

If the answer is Yes, then we will present the Application to You.

Rent Collection & Financial Reporting

Rent Control is paramount to successful property management. Sutherlands has a strict procedure in place to ensure rent is collected on time with any missed payments being promptly pursued.

RENT COLLECTED

All funds collected on behalf of Owner Clients are held in a non-interest bearing trust account which is independently audited on an a bi-annual basis.

ACCOUNTING TO CLIENTS

Funds are accounted to Owner Clients on a monthly (or bi-monthly) basis with a direct credit to your nominated account. A statement is issued and emailed simultaneously the funds being disbursed. If necessary statements can be posted.

YOUR STATEMENT

The statements to our clients are comprehensive yet easily read. It clearly indicates funds received on the Clients behalf and any expenses incurred during the statement period.

RENT REVIEWS

The rent being charged on your Investment Property is reviewed 75 days prior to the end of the tenancy in order to maximise the investment return.

Caring for Your Investment

At Sutherlands, maintenance forms a major part of what we do. It is attended to promptly and as cost effective as possible.

Effective property maintenance issues will:

- Retain the capital value of your property
- Prevent minor issues from escalating
- Retain your tenants and keep them happy in your Investment

ROUTINE INSPECTIONS

Routine inspections are carried out on a regular basis. The main focus is to proactively ensure the property is being maintained in a clean and tidy manner and good maintenance condition. This ensures the Tenant is caring for your Investment.

We will communicate with you after each inspection by providing a written report and where possible send digital photographs to give you a visual aspect of the property and any issues that may require attention now or in the future.

MAINTENANCE

At Sutherlands we always consider risk factors and only ever engage qualified and insured trades from handy-men to certified trades. This allows us to provide you with good value and service for maintenance work.

We have an excellent relationship with a selected number of Contractors who perform work for us.

PRE VACATE REQUIREMENTS

Once again we prepare a detailed schedule of Guidelines to vacate a property. This clearly sets out the condition the property must be delivered back to us in order for us to have it ready for the next tenants

Landlord Insurance is Essential

Your investment is extremely valuable and there is protection available to ensure you are not left out of pocket in the event an unexpected or unfortunate situation occurs.

Whilst all care is taken when choosing your tenant and managing your property, unforeseen situation can arise. Their financial or personal circumstances don't come with a guarantee.

Specialised landlord insurance policies are available and can provide peace of mind that your rental income and investment property are protected against risks such as:

- Loss of rent
- Accidental Loss or damage
- Malicious loss or damage
- Legal liability
- Tax Audit

We use and recommend Terri Scheer Insurance for competitively priced annual premiums that are fully tax deductible.

The Product Disclosure Statement and Financial Services Guide are available from Terri Scheer Insurance Brokers on (07) 3216 9555 or at www.terrischeer.com.au

General Insurance Water & Pool Information

Many areas of Tenancy Legislation changes on a continual basis and at Sutherlands we ensure we provide current and relevant information to our Owner Clients

INSURANCES

Many Standard Insurance Policies do not cover the specific risks often involved with rental properties such as malicious and accidental damage, theft or rent default by the tenant.

We offer access to one of the most comprehensive Landlord Insurance Policies. In our opinion this is the best policy available, however we do encourage you to discuss this with your insurance company about all options available.

In our opinion the minimum for a Landlord would be to cover loss of rent, malicious damage and legal liability.

It is also a legislative requirement for the property to have a continued Insurance Policy to include \$10mil Public Liability insurance cover. Building and Contents Insurance must be renewed on an annual basis. Body Corporate situations are not included.

WATER CHARGES

Under Queensland legislation we are restricted in what can be charged to a tenant however the water consumption cost may be able to be passed onto the tenant. The property must meet the 3-star wels compliancy and have a Water Compliancy Certificate issued before the water consumption cost can be passed onto the tenant.

POOL SAFETY CERTIFICATE

Recent changes to Pool Safety now requires all residential properties under General Tenancy must have a Pool Safety Certificate regardless of the property being a house or unit block.

Sutherlands have comprehensive knowledge on Pool Safety Certificates and are able to engage the right trades to ensure the risk is minimised and a tenancy can proceed.

Service Guarantee

At Sutherlands we have our unique Service Guarantee Policy with all our Clients that continues during the working relationship between Us and the Client

SERVICE GUARANTEE

In consideration of the trust you have shown our agency, we guarantee to provide you with the best possible service in the management of your investment property.

✓ We guarantee our service

✓ Your property will be listed on for rent as soon as the Notice to Vacate has been received from the existing tenant upon your instructions or your property is entrusted to us to locate a suitable tenant

✓ A signboard will be erected at your property where authorised

✓ We will access our existing prospective tenant database and arrange inspections with suitable tenants.

✓ We will maintain regular contact with you throughout the pre-lease period to provide an activity update, including comments received by prospective tenants about your property.

✓ We will present you with all applications from prospective tenants.

✓ We will conduct thorough checks on tenants applying for your property (as permitted by law) to ensure that, to the best of our knowledge, the information given to us is accurate and the tenant is able to fulfill all obligations as per the tenancy agreement.

✓ We will conduct thorough internal and external inspections of your property every four months, and will provide you with a comprehensive report following each inspection.

✓ We will attend to all maintenance repairs as quickly as possible, as per the management agreement. We will also advise or suggest any ongoing maintenance requirements which will keep your property in optimum condition to retain in high market value.

✓ We will carry out rent arrears checks on a daily basis and immediately follow up on any outstanding monies owing, taking prompt action in accordance with the Residential Tenancies and Rooming Accommodation Act.

Should we fail to perform in any of the above areas, we invite you to register your complaint in writing. If the complaint is not acted upon and rectified within five days of the receipt of your letter, you have the option to cancel our agency's appointment (as outlined in the PAMD Form 20a).

If this occurs within the first three months of management we will refund the management fee charged.

What Our Clients Say

I am writing this testimonial as a Thank you to Colleen Sutherland, whose company has provided me with exceptional service in handling the rental of my property at 14 Joan St, Southport. I have now been living in China for three years. Before leaving Australia I checked out three rental agent options. I left my property in the hands of Sutherlands Property Management Group.

I am very glad that I did. In my absence from Australia Sutherlands have been very careful in screening tenants for the property, and there has never been any difficulty in collecting rent or any property damage. One tenant changed her mind after having moved in, and became difficult and objectionable, but Sutherlands handled her most professionally and there was no problem in her moving out again with no loss of rent to me.

Repair and maintenance issues have come up from time to time. Sutherlands never bothered me with minor matters, they just fixed the problem and advised me of the cost. They always emailed to me the tradesman's invoice to confirm to me that his cost had not been loaded in any way.

I had the rate demands mailed to Sutherlands, and they took care of that issue. At one time a major pest problem emerged, and Sutherlands consulted me on this because the cost of pest control is quite high. I accepted their recommendation and the problem was solved.

I found Sutherlands customer service people always readily responsive to any query or request from me. If there was anything I was not clear about, or satisfied with, I would always refer directly to Colleen Sutherland. If need be she took the matter in hand.

I unreservedly recommend Sutherland Property Management Group.

On a separate note, I probably have never mentioned it and know doubt positive feedback is not always common in your industry, but know I am grateful for the work everyone has had in managing my property since I first changed to Sutherlands. From some previous horrible experiences with (Other Agent), it has actually been refreshing having Sutherlands managing my property, as the communication, updates, and statements/payments are always consistent, professional and particularly friendly when communicating via email/phone.

Please accept this letter as a sincere thank you for your efforts in ensuring my properties are rented out quickly and efficiently.

As you know I live in Melbourne and owning investment properties in Queensland, its very important for me to trust my properties to a professional real estate agency to which I believe Sutherlands Property Management Group is certainly one.

I find you both honest, trustworthy, personable & caring. You deliver on your promises and act on requests promptly and professionally.

Up until recently I had one of my properties managed by another agency on the Gold Coast however I'm glad I have now trusted my houses in your capable hands.

HOW TO MAKE THE SWITCH

It's Simple!

We take care of the necessary paperwork for you.

Simply call Colleen on **07 5535 8854**, and then fill in and sign the drafted letter on the following page.

Fax the completed letter to our office on (07) 5535 8857 or email admin@spmng.com.au

I hope the summary of our services has assured you that you have made the right decision by talking to us at Sutherlands Property Management.

We look forward to working with you on your investment property for many years to come.

Date: _____

Colleen Sutherland
Sutherlands Property Management
P O Box 1260
Burleigh Heads QLD 4220
Fax: (07) 5535 8857

Dear Colleen,

I/We refer to my/our investment property situated at _____
_____ (Property Address) which is
currently being managed by _____
_____ (Name of Agency).

I hereby give thirty (30) days written notice to terminate the management
agreement with _____
_____ (Name of Agency) expiring on ____/____/____
(insert date) being thirty (30) days from the date of this letter.

I/we hereby give permission for the new managing agent Sutherlands Property
Management to collect the required documentation and keys upon the
termination date.

Thank you for the work you have carried to date.

Regards

(Name)

(Signature)

Frequently Asked Questions

Q: *How much bond can you ask for?*

A: The maximum bond allowable is four times the weekly rent (unless the property is furnished then then six times the weekly rent is an option) or alternatively, if the rent is over \$700 per week (at the agents discretion).

Q: *How many times will you inspect my property?*

A: Besides the Entry & Exit Reports that are mandatory we will carry out an inspection every 4-6 months during the tenancy.

Q: *When can I inspect my property?*

A: By contact us three months prior to being on the Gold Coast we can certainly plan the next inspection.

Q: *What happens if my tenant is behind in their rent?*

A: Rent Control is paramount to successful property management. Sutherlands has a strict procedure in place to ensure rent is collected on time with any missed payments being promptly pursued.

Q: *What is fair wear & tear?*

A: Fair wear & tear is a "grey" area of the act and is generally determined on the condition of entry and to the manner in which the tenants are taking care of the home over several inspections.

Q: *Who pays for water in Queensland?*

A: Under Queensland legislation the water consumption cost may be able to be passed onto the tenant. The property must meet the 3-star wels compliancy and have a Water Compliancy Certificate issued before the water consumption cost can be passed onto the tenant.

Q: *Are electrical safety switches in rental homes compulsory?*

A: Yes

Q: *Who is responsible for smoke detectors?*

A: Due to strict regulations regarding smoke detectors it is compulsory the smoke detectors are serviced at the commencement of every new tenancy. For more information regarding smoke detectors contact our office.

Q: *Who will pay the rent if the tenant doesn't?*

A: We can offer access to an insurance policy that effectively covers the Owner against rent default. This policy will also include malicious and accident damage or theft caused by the tenant and their guests.

Q: *What will it cost to manage my property?*

A: A schedule of fees is available by contacting our office



Sutherlands Property Management Service Guarantee

*"We guarantee that, if after three months, you are not entirely satisfied
With our Property Management service we will refund a full three months
management fees paid by you"*

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