



Corporate Property Management Guide



Troy Gesler
Property Manager

Troy Gesler is warm, welcoming, down to earth and easy to talk to. Combined with his vast property knowledge and experience, Troy is ideally suited to personally assisting Landlords in Yeppoon, Emu Park and The Capricorn Coast to get the best return on their investment. Troy has 20 years' experience in buying, selling, investing, renovating, building and developing property.

Troy spearheads the Property Management Department, dedicated to clear communication, and upholding a high standard for both Landlords and tenants alike.

Troy along with his partner, Natalie established @ Real Estate Yeppoon as a leader in Real Estate, not only in Yeppoon and Emu Park but the whole Capricorn Coast market. With Troy as one of the business owners, he has a more hands on relationship with his landlords and tenants.

@ Real Estates is committed to helping their valued clients achieve their dreams and providing the highest standard of service to all of its clients, and the local community.



Services

Our Property Management department specializes in rental management for;

- Residential Homes and Units
- Industrial, Commercial
- Corporate Rental
- Acreage and Rural Properties



What is a Corporate Rental

A corporate rental is a property rented to a company rather than an individual, such a property would be fully furnished and may offer some of the amenities and services of a hotel, to cater to a company's employees travelling to the Capricorn Coast. The company leasing the property is responsible for the lease, however the lease period may vary from a standard 6 or 12-month lease, lease periods run from 3 months and can run long term, depending on the company's requirements.

Here on the Capricorn Coast, there is a growing demand for corporate rentals. @ Real Estate expects this demand to continue to grow as several large projects are currently in the planning stages. This style of housing has great benefits to both the investor and the tenant.



Corporate Rental VS Holiday Letting

Corporate Letting

- Consistent rental return.
- Quality tenant.
- A Property Manager to take care of everything.
- Potential to Earn higher rental return.
- Potential for flexibility.
- Peace of mind knowing your property isn't empty.
- Linen, gardening and cleaning taken care of.
- Potentially cheaper insurance.

Holiday Letting

- Involves a lot of management.
- Worry about off peak tourist seasons.
- More risk.
- Can use as your own holiday property.



Technology

@ Real Estate have leading technology. Our clients benefit from tenant and land lord portals with online access in real time to their important documents, reports and maintenance requests.



Reduced Vacancies with...

- Tenant matching
- Advanced online marketing
- High traffic office next to IGA.



What our clients have to say

“ Efficient @ all times ”



We have been dealing with @ Real Estate for the past few months with regards to the management of our rental property, we have found the service to be efficient at all times. I like the fact that we have been dealing with the one person with regard to our property.

I look forward to moving forward with @ Real Estate.

- Kathy Hines

“ Comfortable Transition ”



I'd like to thank Troy and the @ Real Estate team for our comfortable transition in becoming Landlords. It was a smooth transition which left us comfortable enough to move interstate with everything left in their capable hands.

- Jason & Stacey

REAL ESTATE

@ Real Estate will

- Advertising on multiple internet platforms.
- Take care of enquiries.
- Book inspections with prospective tenants.
- Follow through with applications.
- Conduct a full inventory of the property.
- Organise Smoke Alarm compliance & checks.
- Conduct an entry condition report.
- Organise the lease signing & key hand over to new tenant.
- Organise Repair & Maintenance.
- Carry out routine inspections to ensure your property is being looked after.
- Make sure rent payments are kept up to date.

@ Real Estate have an account with the Australia Linen Service as well as a mowing service. We can provide these services for the tenants, adding the fee to their rent.



REAL ESTATE

Periodic Inspections

It is essential that inspections are done regularly to ensure that the tenant is fulfilling their obligation to maintain the property.

- Each property on our rental role is inspected every 17 Weeks.
- After the inspection has been carried out, you are supplied with an emailed written report of the tenant conduct, backed up with photos.
- A follow up inspection will be booked if the inspection standard is not to our satisfaction.

Fees and Charges

- Our commission and management fee are 10% inc. GST and a letting fee of one weeks rent + GST.
- Marketing costs are dependent on the agreed marketing package
- There are no further charges unless the unfortunate situation should arise, requiring a property manager to attend mediation/tribunal hearing to recover monies on your behalf.



REAL ESTATE

Strict Rent Payment Control

We firmly believe in dousing the problem early without allowing it to become out of control.

You can expect:

- We have a zero tolerance rent arrears policy which we outline clearly to all tenants when they are signing their lease.
- We will process rent payments daily.
- We will follow up all late rent payments in accordance with our management agreement and relevant State Residential Tenancy Act.
- We will contact you to make recommendation and seek your instructions, should termination of the tenancy be an option.
- We will keep you informed throughout the legal process, should termination be necessary.
- We will provide you with an annual financial summary (if requested).

Therefore, our office follows this strict procedure:

- Rent 3-7 days late - Personal follow-up & SMS messages.
- 8 days behind – Issue of Breach Notice and personal follow up.
- Expiration of Breach Notice - Tenant served with a Termination Notice obligating them to pay or further action will be taken (e.g. tribunal and termination). This would not be done without express consent and consultation with the landlord to discuss options.
- If the problem persists, the matter will be taken to QCAT for an order of payment (or eviction depending on the debt severity at that time).

REAL ESTATE

Insurance for your rental income

Many landlords know that they must insure the building against damage caused by fire, storm etc. What some fail to do however, is insure against their tenant.

No matter how detailed you check out a tenant, they still may not pay. Even a perfectly good tenant can have an unexpected change of circumstances that can result in a rent default. We hear several landlords' state- 'Why do I need insurance when I have an agent?'

We cannot guarantee the credit worthiness of any tenant, as law disallows us access to this type of information. Further, as all rent payments are purely voluntary, the control of the tenant paying their rent is in their hands. Therefore, like any type of investment, property investment does have a factor of risk involved. As a landlord, you can choose to accept this risk yourself, or transfer this risk to an insurer.



REAL ESTATE

Repairs and Maintenance

One of the biggest complaints that tenants have with a rental property is its state of repair. We expect that property owners will undertake recommended repairs to their rental property in order to preserve the value of the property. We require tenants to submit all maintenance requests in writing.

You can expect:

- We will not undertake repairs to your property in excess of your nominated amount, without first obtaining your approval. **NOTE:** This excludes emergencies and repairs that are required to be rectified by law.
- We will attend to any urgent repair requests immediately.
- We will only use trades people who are properly licensed and insured to handle the type of work being performed on your property.



REAL ESTATE

Turning your Rental Property into a Successful Investment

There are a number of things that need completing to make moving in of tenants as smooth as possible.

General Cleaning

The condition and cleanliness of the property is recorded and provides a benchmark for the tenancy. This ensures the required condition and cleanliness of your property when the tenant vacates.

- Please ensure that the property is cleaned throughout. A landlord is obligated to see that the property is reasonably clean for a new tenant.

Carpet Cleaning

- It is compulsory to have carpets professionally cleaned prior to a new tenant taking possession of a property.

Gardening

- Ensure all lawns are mowed and edged. The tenant will be required to maintain the lawns & gardens throughout the duration of the tenancy.

Oil Stain Removal

- It is important that driveways, carport and garage floors have any surface oil removed.

Maintaining the standard of your property;

- Your property manager will take photos of the exterior and interior prior to a tenant taking possession.
- These photos will be used as a reference to ensure your property has been maintained to the same standard throughout the tenancy, and on vacating.



Water

- In most cases tenant cover 'excess' water consumption only.
- As water service departments insist that the water account remain in the owner's name we ask that you pay the account in full. (Please ensure you advise the water department of your change of address).
- Where the account is related to excess water consumption we ask that you forward a copy to your property manager. (Please ensure your copy outlines water meter readings, usually found on the back of the account). This allows us to calculate what your tenant is responsible to pay.
- Your property manager will send an account to the tenant. Once paid, we'll reimburse you.

Building & Pest

- In renting out your property it is essential that the property is compliant and structurally up to standard. It is recommended by @ Real Estate a Building and Pest Inspection is carried out at the premises annually to ensure standards are met.

Payment of rental monies;

- You will be paid rent monies collected on your behalf at end of month.
- This is paid directly into your nominated bank account.

Monthly and Yearly Statements;

- You will receive a monthly statement itemising rent money received, other monies received, fees, charges and repairs.
- You will receive a financial year statement summary that you can use for taxation purposes.
- Statements are also available on your landlord portal.





Feel Free to give the team at @ Real Estate a call anytime
We are always happy to help

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