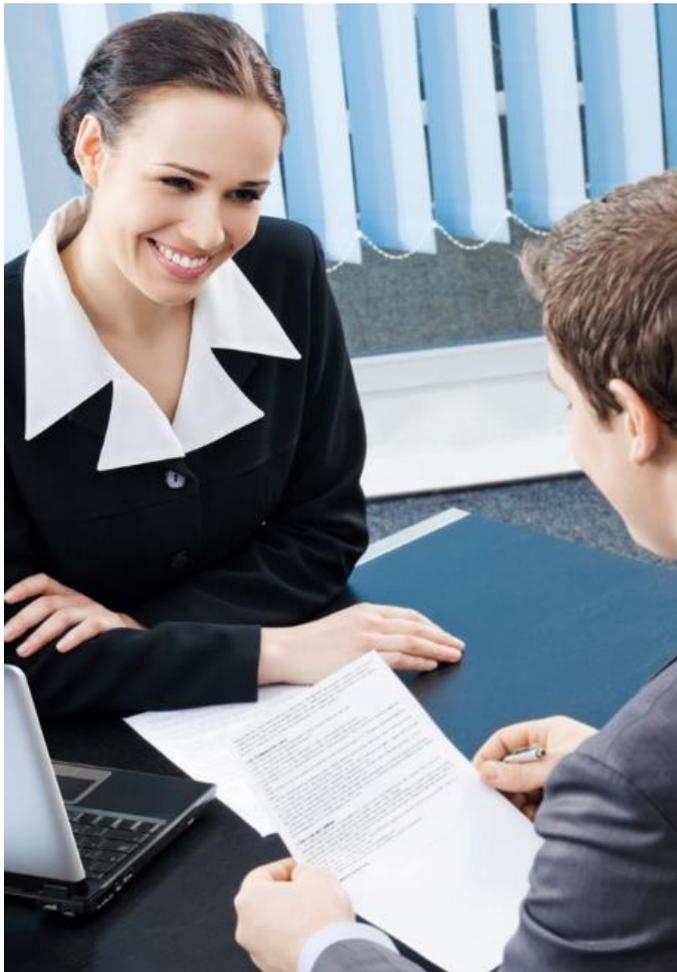


***10 KEY QUESTIONS TO ASK
YOUR POTENTIAL PROPERTY MANAGER.***



1. Fees – What are your Agency fees?

To obtain the maximum return on your Investment Property, naturally the lower the fees, the better your return, right? Of course...but at what cost? Are you going to get the best service, the best tradespeople and a myriad of other services that a quality firm will provide?

Elevate Property Group have four tiers of Property Management packages, and we are confident one of these will suit your requirements at any given time.



2. Rent per week – What rent p/w can we achieve?

Again the rent per week you obtain for your property will determine the level of your financial return. Keep in mind some less scrupulous agents may 'buy' your listing by saying \$X amount rent per week is possible when in reality \$Y rent per week is the real figure. You do not want your Investment Property languishing on the rental market for more than necessary. The reverse applies also; you don't want an amount where you are undermining your return either.

Elevate provide you with at least five comparable recent leased properties to indicate your possible rental return and will be doing everything possible to maximise the eventual rental income for you. **Elevate** are checking what has leased in the building, the street and surrounding areas to know the rental figure is reflective of the property and the condition it is in.



3. Checking your tenants – What process do you follow to ensure quality tenants?

Without a doubt, having decent human beings living in your premises can make or break your investment. The less they move out, the less you have to fork out for letting fees, moving chips, wear and tear and the hassles it has on all parties. You want someone with a good rental history, pays their rent on time, respects your property and its appliances/furnishings, etc., and this will give you peace of mind.

Elevate periodical inspections (up to 3 per year, depending on the package) will give you that peace of mind. We also subscribe to Equifax (formerly VEDA) to understand their deeper history – criminal records, self-employment, identification veracity and their credit history.



4. A good lease document – What is a good lease document, how am I protected?

There is a standard lease and there is an iron-clad document to protect you. Knowing what's in your lease and communicating that with your tenants is essential for clarity to where your property is at all times.

Special conditions and other aspects of a lease can save you time, money and stress, but please note some aspects aren't always enforceable and Tribunal cases are generally heavily in favour with Tenants. **Elevate** are members of our Industry body, REINSW (Real Estate Industry of NSW) and their leases are aimed to protect Agents and their Owners alike. Ask us about our Rental Arrears Process



5. Bond lodgement - What do you do with the Bond?

It is vital that your bond is lodged with the NSW Fair Trading. This protects you and your Tenant for any unforeseen discrepancies in the lease.

At **Elevate**, we provide a copy of the letter sent to the NSW Fair Trading on your behalf, so you KNOW it has been lodged and is only released once we are satisfied the property has been left in suitable condition.



6. Handling repairs and maintenance – What is the process with your R/E Agency?

Licensed, licensed, licensed. These are the most important words when we employ tradespeople to undertake work on your properties. This ensures that if any mishap comes about, you and your Agency are protected.

At **Elevate**, we do an annual tradesperson review of all frequent tradespeople we use and when they first make a submission to us, they must show their correct documentation. Furthermore, for larger jobs we like to get at least two quotes for so you know you are minimising your expense, and it's genuine.



7. Paying your outgoings – Can you pay our outgoings from tenant income?

Your council rates, water rates, repairs and maintenance and strata fees can all be paid by your Property Manager. Some firms charge extra for this service so ensure you check what you are paying for, from the outset.

At **Elevate**, our costs are transparent, and you have the flexibility of choosing from 4 different property management packages that you feel is right for you.

We do not charge any Postage & Handling fees – we work in the 21st Century.



8. Up to date knowledge of Legislation – What training is in place with your office?

Is your Property Manager knowledgeable about the current legislation? Do they have specific training in place to keep them up to date? These aspects of industry knowledge protect your asset and keep you safe in the knowledge that your interests are being looked after, at all times, correctly.



9. Communication skills – How do you communicate with us?

Such an essential component of Property Management! You will want to know at any given moment where your property is at financially or maintenance-wise. Whether your property is in arrears or at what stage your renovation is at or any detail at all, you should feel comfortable that an email or telephone call will be answered (or even returned!). You don't want the anxiety of not knowing when your Property Manager will call back!

At **Elevate**, we answer all your emails within 24 hours *at the latest* and all telephone calls within 4 hours. Also, you will want your Property Manager treating your Tenant or Tenants with respect, as at the end of the day they are the ones that are paying your rent, and an Agencies professional fee.



10. What geographical areas does your Real Estate Agency service?

At **Elevate** we only take on properties within a 45-minute drive from our office as we take the approach if it's going to be a hassle to get there, it impacts the timeliness and effectiveness of servicing the rest of our and *your* portfolio.



Summary

We hope these points assist you in choosing the right Property Management Agency for you. We would welcome any correspondence to explain further or go into greater depth regarding the Property Management service of your own Investment Property or Portfolio of Investments.

For **Elevate Property Management** packages, please email us at admin@elevatepg.com.au to view the options available to you.

Call today – (02) 8315 2070

