

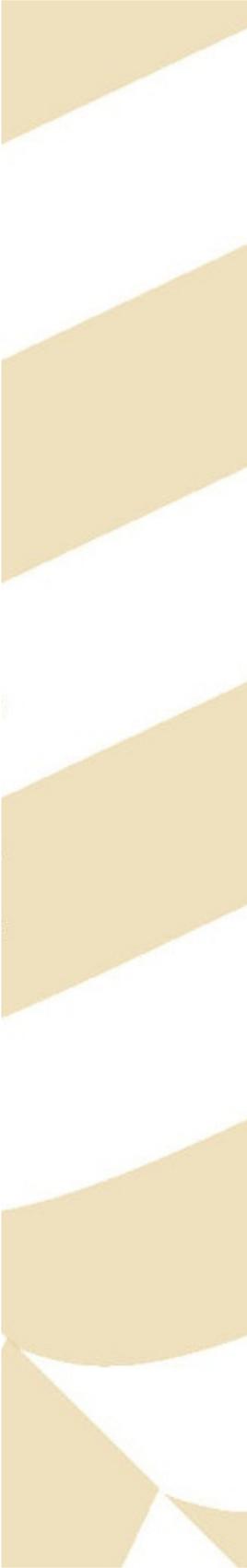
# ASPIRE

Property Management

**Helping you achieve your property aspirations**



**Investment Property Letting  
Owner Information**



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## Investment Property Letting Owner Information

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# Introduction to *Aspire Property Management*

Are you looking for a superior property management service for your rental property?

Aspire Property Management (Aspire) is here to help you achieve your aspirations of wealth creation and security through your property portfolio.

Aspire is unlike most real estate agents that focus on selling properties and offer property management as a secondary sideline, often delegated to junior and inexperienced staff.

Aspire specializes in property management. This means all of our attention is on delivering our clients a superior service. We work in close consultation with you to ensure your needs and requests are tended to carefully.

We offer you:

- Complete management of your property rental and any issues arising so that you can have confidence and time to enjoy the things you want to do in life
- Strategic marketing of your property across a range of outlets including the leading websites from around Australia
- Expertise in property rental appraisal and optimum returns to protect and maximise your income
- Quality tenants screened against the most rigid selection criteria and management of all tenant communications and issues
- Property management to comply with all of the legislative requirements to ensure your risks are managed

- Rent collection systems that ensure the continuity of your income
- Long term commitment to support you with your property aspirations and ongoing advice and guidance to maximise rental returns on your property

If you are looking for a superior letting service for your home, please contact Aspire Property Management Permanent Rental Manager Debbie Cassar on 1300 810 944.



# Company Profile

Aspire is an independent Real Estate business that caters specifically to investment property owners in the Noosa and Sunshine Beach region.

## **We are property investors**

The reason the Aspire team got into property management initially is because we are property investors ourselves, and we were not satisfied with the level of property management services we were receiving from other agents. We created Aspire to not only manage our own properties, but other properties also in a manner more in line with what we would expect as property managers.

Being property managers ourselves, of course means that we know what owners expect and deserve when it comes to a property management service.

## **We value integrity**

The real estate industry around Sunshine Beach and Noosa has reached new levels of low with some agents providing owners with ridiculously over-inflated appraisals just to get their business.

We have examples of homes that have been appraised by other agents at as much as 100% above a reasonable rate based on what the market is currently paying.

The issue of course, is that, once they sign owners up, there's no way they will be able to get the tariffs they have initially proposed. They then knock rates down and hope that owners don't move their business on.

Aspire Property Management is different. We absolutely refuse to lie to owners and we only provide honest appraisals based on our expert market evaluations. We believe it is more important to maintain our integrity and will just not participate in these dishonest practices.

## Professionally qualified

Management has undertaken training in order to become licensed under the Property Management and Motor Dealers Act 2000. This enables us to legally offer our services to owners in terms of managing their property and to facilitate a trust account on behalf of investors.



## Your Property Manager - Introducing Debbie Cassar

For so many agencies property management is not core business – they are just too busy selling properties to much care about managing them. Not so for Aspire, according to senior property manager, Debbie Cassar.

If you were looking for an agent with more dedication and loyalty than Debbie, you'd be hard pushed. Debbie has been in the real estate industry for three decades since she was 18 years old. In that time she has worked for only 3 agencies.

In the early days the real estate industry wasn't segmented like it is now, says Debbie. "You did everything from sales and administration through to property management," she says.

For Debbie, that was a great way to learn every aspect of the industry and gain knowledge that helps clients on a daily basis.

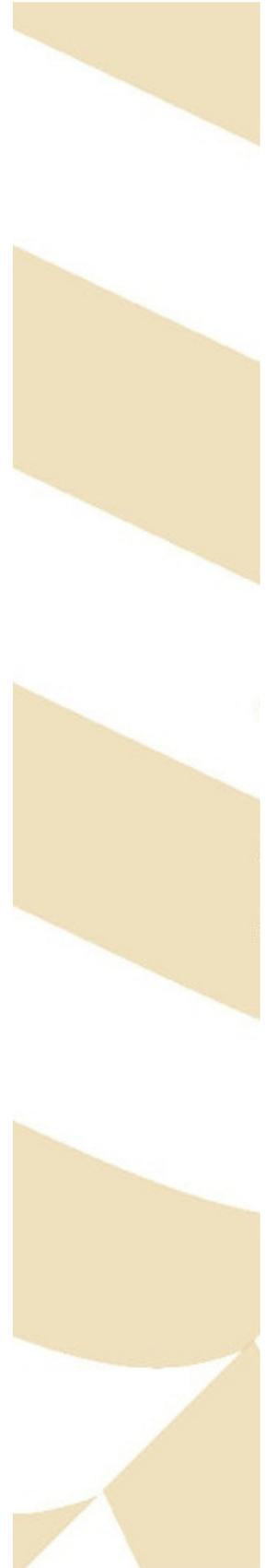
Debbie sees her role as a facilitator of relationships between tenants and lessors through good communication.

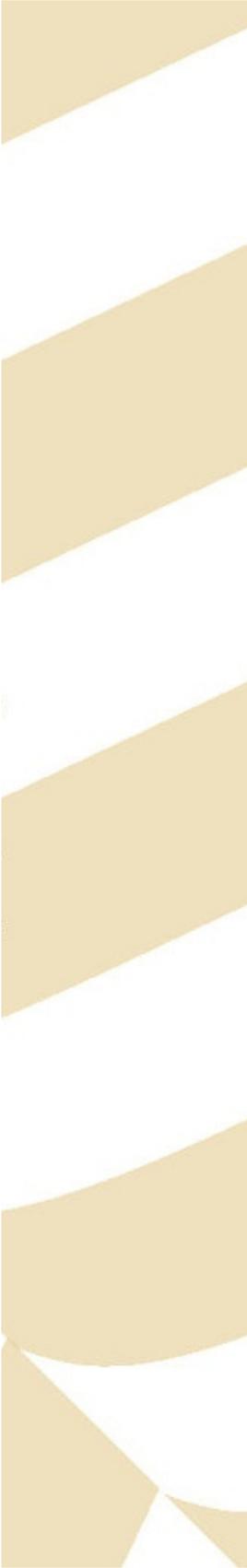
“Property management is a partnership between the owner and the tenant and a good agent needs to have a great relationship with both parties,” says Debbie.

While a lot of agents talk about having a personal service, Debbie’s motivation is making people happy.

“I love the owners being happy with the service we provide (low vacancy and optimum return) and having a happy tenant is equally as important,” she says.

Debbie aims to provide a personal service on all levels and this is the secret to her successful track record in managing properties on behalf of owners.





# Services Offered

## Why do you need a property manager?

Owning an investment property is an exciting achievement and an important part of your personal wealth creation plan.

However, if you are spending your valuable time managing your own property, then the rewards of owning an investment property can be diminished.

There are also a range of legislative and compliance issues that must be met that can sometimes make the process of self-managing an investment a risky business.

The APM team offers a wide range of services for owners. These services are the overall management, letting and marketing of your property.

Our services aim to give you complete confidence and peace of mind that your property is being managed profitably and professionally.

## Marketing and Communication

- **Advertising for tenants** - Aspire has considerable expertise in marketing properties to quality tenants. Your property, when vacant, will be marketed through a variety of channels including websites such as realestate.com.au, street signage and via our own database.

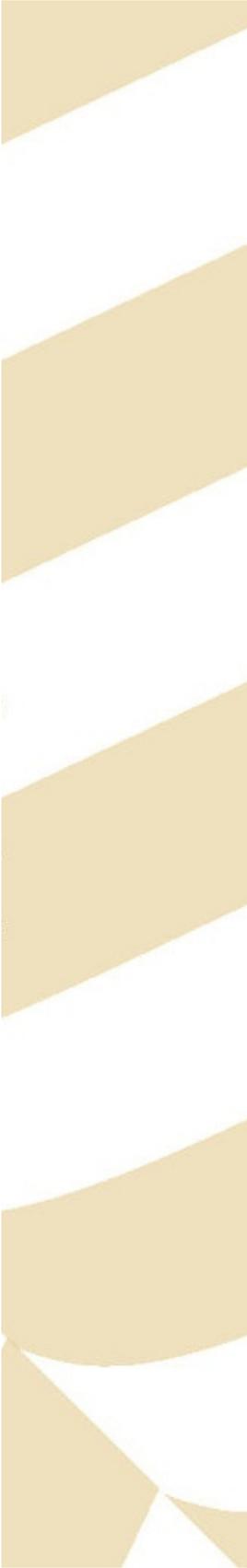
- We market through strategic media to minimise vacancy for you, as well as through our rental list handbook.

- We will also coordinate a 'For Rent' sign displayed at the front of your property and professional photography upon request at an additional cost.

- **Activity reports** - During any period of vacancy, we will provide a weekly activity report to ensure we work to minimise any vacancy time.
- **Keep you well Informed** - Communication is critical. You WILL be kept informed of what is happening at your property. You will also be subscribed to our newsletter informing you of the latest in the property market, legislation changes, and our office notices.
- **Other tenant requests & enquiries** - We are the point of contact for your tenants, who will call us with all manner of queries. We will field these calls, advise the tenants of their responsibilities and options, and inform you of the request/question where applicable.

## Securing quality tenants

- **Screening prospective tenants** - We cannot emphasise how important it is to find a good tenant. We screen prospective tenants against the most rigid selection criteria, to minimise the chances of risk to your investment.
  - Details on the applicant's Application Form are checked and verified and we search the applicant's rental history using a nationwide database of defaulting tenants. The information is then submitted to you for approval.
- **Property viewings** - We will personally meet prospective tenants at your property by appointment, and we will contact you after every viewing with recommendations.
- **Negotiate tenancy renewals** - At the end of a tenancy, we will negotiate a renewal on your behalf and review the rent.



## Securing quality tenants

- **Rent appraisal** - You are provided with a realistic market rental appraisal, allowing you to start realising investment income sooner, with shorter vacancy times.
  - **Tenant leases & bond** - We arrange the signing of the Tenancy Agreement & Bond Lodgement. Our tenant sign-up procedure is detailed and comprehensive to best protect you.
  - **Entry condition report** - Attention to detail means that the Entry Condition Report has to be completed properly. Our Entry Condition Reports cover every aspect of your Investment, ensuring your ongoing protection.
  - **Rent collection** - We will collect the rent and deposit the money in your nominated bank account on either a fortnightly or monthly basis.
  - **Bond refund** - Our exit inspections are detailed and thorough and we do NOT refund the Bond money to the tenants without your approval.
  - **Payment of bills** - We can take care of all bills associated with your investment. Rates, pest control, insurance and maintenance can be paid from your rent account so that you have one less thing to have to think about. This makes End Of Financial Year Settlement easier.
  - **Rental arrears** - Your income is one of the most important responsibilities we have. Any arrears are identified and dealt with immediately at the start of each business day. We follow strict procedures in accordance with the Residential Tenancies Act and keep you informed every step of the way.
- Our state of the art property management software means we know exactly when rent is overdue and we act on that immediately.

• **Tenant breaches of contract** - Some of the ways that tenants can breach their contract include not maintaining the garden, non-payment of rent, or un-authorized pets.

- Appropriate and timely legal steps are undertaken to remedy these breaches so that your investment continues to perform.

• **Representation in court** - When issues cannot be resolved to the satisfaction of both parties, it can become a matter for the Queensland Civil Administrative Tribunal (QCAT) to decide. As your Agent, we will take care of all the paperwork, and represent you in Court.

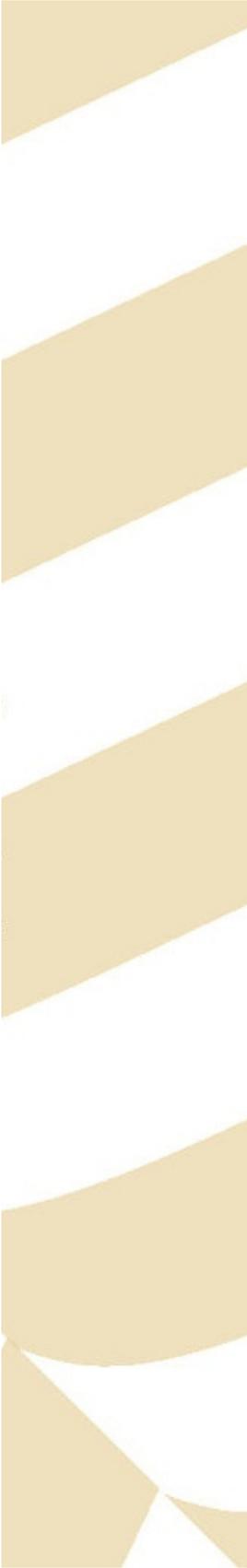
• **Professional association membership** - As members of the Real Estate Institute of Queensland (REIQ); a professional association that sets the standards for best industry practice, we adhere to a code of conduct and have access to the latest legislative and compliance information.

• **Accounting made easy** - Your statement arrives at the end of every month, and an End of Financial Year Summary at the end of June.

• **Rent collection and disbursements** - We provide different ways for tenants to pay rent including electronic transfer, minimising the chances of non-payment of rent.

• **Excess water usage** - We will invoice your tenants for excess water usage or if property is water efficient, the whole of their water usage.

• **Landlord protection insurance** - This is one of the protections we strongly believe is a "must have", we would recommend that you discuss this with your current insurer.



## Maintaining your property value

- **Routine inspections** - Routine inspections will be carried out on your property every three months, we will forward a detailed report with photos for your records.
- **Routine maintenance** - This allows us to check that your property is as it should be and that there aren't any issues that haven't been reported. It is important to identify and remedy any problems as soon as possible, otherwise, it may be more expensive to fix in the long term.
- **Improvements** - We will organise trades-people to take care of any maintenance issue that may arise with your consent. You will always be informed of any costs involved so that you can factor these into your cash flows.
- **Urgent maintenance requests** - Should an emergency occur, we will attend to these as soon as they are reported, to ensure the safety of your property and its occupants.
- **Regular garden maintenance** - If your property has a garden that requires work to maintain it, it can be in your best interest to have it professionally serviced. We can recommend and arrange for a professional gardening service to attend to your garden on a regular basis, and pay the invoices for you from your rental account.
- **Guidance and advice** - As we have a wealth of experience regarding Property Investments, we can provide you with advice relative to adding value to your investment

# Conclusion

We believe that given the above combination of services, we are in a position to offer you a very high quality and value for money property management service.

**If you would like more information on any aspect of our services, including an indicative schedule of fees, or a free, no-obligation appraisal of your property, please contact Aspire Property Management Permanent Rental Manager Debbie Cassar on 1300 810 944.**