



Quality Tenants Want





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TWELVE Things Quality Tenants Want

The key to good property investment is having a good tenant (besides having a good property manager!).

Without attracting a good tenant can result in a whole world of disappointment, so when you're looking for your next investment property, you need to ensure it ticks all the boxes in being able to attract a quality tenant.

Here's a list of TWELVE things you need to ensure your next property has.

#1- Dishwasher

And not just a 'dishwasher'... but one that works well!

There's nothing like an old dishwasher that likes to break down on a regular basis costing you big call-out fees and being charged for expensive parts

#2- Cooling and Heating

Cooling/Heating- Being without quality cooling in either a split system or ducted is a must! No good tenant will want a property without quality cooling! If it's also got ceiling fans, that's a real bonus! And for those cooler months being able to switch on the heating with a split system or an economical gas heater is a need quality tenants look for!

#3- Walk-In and Built-In Robes and Storage

Whether it's a Walk-In Robe, Built-In Robes and even extra storage rooms and areas are highly appreciated and, in fact, with a quality tenant...a must!

#4- Ensuites

When dealing with a family, a second bathroom as an ensuite (or even a third bathroom) is highly sought after and appreciated by a quality tenant. Naturally, if you're looking at an apartment for a single or a couple, a second bathroom is no big deal; but if you start moving into housing, a second bathroom is considered essential by any family of any actual size.

#5- Lock-Up Garage

A single or double lock-up garage is highly desirable, and a lot of people choose not to park in them, but instead, they offer an additional storage space to secure their belongings.

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#6- Make sure the property is clean

It's human nature to spot dirtiness that's not yours, to begin with, and nothing is a bigger turn-off for a quality tenant looking at potential properties that are visually dirty.

We advise using a professional cleaner to get it ready and also get the carpets professionally steam-cleaned before prospective tenants are allowed to view the property. Presentation for a quality tenant is everything!

#7- Good Quality

Nothing turns away a quality tenant faster and attracts a bad tenant quicker than a property clearly in need of money spent on it and looks neglected.

Get it done if the walls need fresh paint and the floors need new carpets!

Quality properties attract quality tenants.

Ensuring the property is in a good state of repair is also a requirement of the Residential Tenancies Act.

You're welcome to contact us for advice if you're looking at a property and you're unsure.

#8- Easy Care Gardens

Let's face it. Tenants (in general) hate maintaining a garden, especially when it's not theirs.

Maintaining the gardens as easily as possible with as little water is always a good thing!

Quality tenants can be busy people, and they don't want to be kept busy in the garden.

Make it easy for them.



#9- Flexible with Pets

Gone are the days of cats and dogs, and now 'fur babies are part of many people's lives.

Quality tenants, in general, are responsible pet owners and allowing pets just makes your property even more attractive.

Worried about pet damage? Speak with us about accessing Landlord Insurance that has pet damage cover.

#10- Gas Cooking

As they say, 'now you're cooking with gas'! So many people prefer cooktops with gas for easy control of their cooking.

This isn't essential for attracting a quality tenant, but it certainly helps!

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#11- Adequate Parking

Depending on the property type and size and the tenant type you're attracting, quality tenants need parking for 1-2 vehicles and preferably lockable/secured parking.

#12- A Fixed Term Lease

Every quality tenant wants security with their housing, and a fixed-term tenancy guarantees that!

It gives them a guarantee of tenure should you wish to sell the property or take residence yourself, but in return, it also guarantees your rent.

Make sure you have a quality Landlord Insurance policy as well... please speak with us on how to secure a quality policy accessible through our agency.



Contact Vanessa Tsokos on: 0417 538 876 or email vanessa@nspmps.com.au should you need a quality agent to help you with finding the right tenant.

FIVE Property Marketing Blunders Quality Tenants Hate!

When it comes to property marketing, 90% of the reason a good tenant shows interest in your property is what they see visually.

So, when it comes to presenting your rental property marketing right, you need to ensure it attracts a quality tenant right away and not make mistakes that scare them off.

Here are FIVE property marketing blunders good tenants laugh at:

#1- Don't take photos of meaningless things!

Sure! Toilets are an essential part of the property but don't necessarily need to be in your property photos! Neither does taking photos of the passage, inside built-in or walk-in robes.

#2- Make sure you clean up in the pictures!

Nothing puts off a good tenant more than seeing the mess in the marketing photos. Ensure each room is presented clean and tidy if the property is occupied. Did you know that photo-enhancing technology is also available where rooms can be tidied up and made to look presentable digitally? It works like magic! Ask us how!

#3- Don't become the photo feature yourself!

When taking your photos, be sure not to allow your image or camera flash to be seen reflecting in mirrors. It detracts from the property presentation! Also, make certain other people and pets are not in the photos either! And make sure you take any handbags etc., out of camera view!

FIVE Property Marketing Blunders Quality Tenants Hate!

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Open the blinds and curtains, let in some light, and make sure each room is well-lit and easily seen.

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#4- Don't show gloomy and unfocussed photos!

Open the blinds and curtains, let in some light, and make sure each room is well-lit and easily seen. Make sure that your photos are not fuzzy and unfocused! Have you got dark photos? Photo enhancing can fix this too! Speak to us for more details!

#5- Check your photos for blunders after they're loaded!

When you're not careful and in a rush, mistakes can happen! Photos may get loaded sideways, upside down, or even load the wrong photos entirely! True Story- we have seen property marketing photos loaded, and the last photo on the property marketing shows the camera owner looking a bit 'worse for wear' at a party the night before! Always check through your photos on the listing after they're loaded to ensure no loading errors have occurred!



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EIGHT Different Ways to Detect a Bad Tenant

Quality tenant selection is the most important function for any property investor, yet a bad tenant will never come along and announce that they're trouble at the tenancy application stage!

Bad tenants dress well, are polite, and can look polished when you meet them.

You need to look carefully for the warning signs and always be wary. That said, it's always best to have an experienced agent to manage your property, as inexperience will most certainly catch out the unwary when it comes to tenant selection.



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These eight things may not (on their own) indicate you have a bad tenant; however, asking questions and taking a better look can uncover the issues when you probe deeper, should you see the warning signs.

Here they are:

#1- Application Blanks and Unanswered Questions

Especially after you've made a point that all application forms need to be completed correctly and fully answered to be processed, if you receive vagueness in the answers or just basic information missing, you need to ask questions. Sometimes a bad tenant is simply hoping for an 'order taker' who pays little attention and care to process applications carefully and hopes their missing or vague information will get overlooked.

#2- Wrong Address Information

When you've asked for identification copies and utility accounts that have their current and previous residence addresses, check these details against what they said as their current and previous address on their application form. If the information is different and does not, start asking questions.

#3- Overdue Utility Accounts

As part of your application process, you should be asking for copies of current utility accounts like electricity and gas. This gives you their current address so that you can confirm this. Pay attention if these accounts are showing 'overdue', 'pay now or you'll get disconnected'. This could be a warning sign to take note of.

#4- Smelly/Stained Applications (Paper Application)

If you're using a paper application form and it comes back stinking of cigarettes, coffee, and/or food stains, pay attention. This could very well be another warning sign to take heed.

#5- Wrong Current Residence Story

When you first speak with an applicant for the very first time by phone or meet them at a property viewing, always ask right up front, 'Are you renting at the moment?'

Then take note of their answer and their name.

When you get their formal application form that gives you another story about their current residential status, which has changed from what they originally said, take notice. This could easily be a warning sign.

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#6- Drive-By The Outside of their Current Property

If you have the opportunity to be within driving distance from their current property noted on their utility accounts and application form, make sure you take a drive-by. How they've presented the front (if it has a yard) could tell you a lot about how they will look after your rental property.

#7- Default on a Tenancy Default Database

A pretty obvious warning sign to take heed that only real estate agents have access to. Talk to us about our application process and what databases we check all applications against.

#8- 'Friends and Family' Backstory

A person moving out of their family home at 18 years of age will likely not have a checkable rental history. However, what if it's someone in their thirties who tells you they've always lived with friends and family? If this scenario doesn't make sense, start asking more questions. It could be that they're staying with friends and relatives simply because they were evicted from their last residence.

When it comes to tenant selection, you cannot go past the rule of 'previous behaviour dictates future performance', and without a checkable tenancy history, you can run the risk of accepting a bad tenant.



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Five BIG Mistakes that Keep Your Property Vacant For Longer

Let's face it...you want to be able to rent out your property for the best rent, to the best tenant, in the shortest amount of time.

Bad mistakes and unintentional wrong decisions can keep your property empty for longer, costing you valuable rental income.

Did you know that for every week your property is empty, it will cost you approx 2% of your annual rental income?

If it's vacant for five weeks, that's 10%..more than our management fee to manage your property for a whole year!

So, when it comes to renting out your property fast, here's what NOT to do!



Five BIG Mistakes that Keep Your Property Vacant For Longer

#1- Bad Property Photos

There's nothing like awful properties that make your property look bad! Pictures of toilets, inside robes and useless pictures of passages etc., detract from your marketing. If you're using your iPhone, make sure the whole room is captured, the rooms and property are tidy, and keep yourself from being seen in a mirror while you take the photo. Photo-enhancing services are also available to make the sky blue and the grass greener and make your pictures look much better.

Tenants will judge the property on your photos...make sure they enhance your property and not detract! That's why HIGHLY recommend professional photography.

#2- Overpricing Your Property

When tenants have to type in a few keywords into a property marketing portal to search for their next rental property, they are presented with a snapshot of what's available on the market in an instant!

They quickly know if your property is priced right or not. If they think it's too high compared to what else is available, then quality tenants will ignore it, leaving you attracting the very tenants that you'd like to avoid who will say they will pay the rent but won't!

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#3- Restrictive Lease Conditions

Locking bedrooms and garages not for tenant use, having a strict no pets policy, and other restrictive conditions can all contribute to your property being vacant for longer. This, of course, depends on the demand for properties at that time, but it's an important factor to take careful note of.

#4- Poor Property Presentation

When showing the property, you want it to look its best. We all want quality tenants, and they want a clean, quality property to live in. Does it need a new coat of paint, new carpet, or just a 'top-up clean' to ensure it's presented at its best?

We're happy to take a look and give you some tips to improve your property, so you attract a quality tenant quickly.

#5- Delaying Your Property Marketing

Having your property photos and quality marketing write-up ready is essential when your tenant notices.

Liaising with your tenant to be able to show the property to prospective tenants whilst they are still in occupation and getting your property marketed as soon as you can all give you the best chance that you will have a tenant ready to move in as soon as the property is available after your current tenant moves out, minimising any non-income vacancy period.

FIVE COMPELLING REASONS NOT to Manage the Property Yourself

Everyone wants to save some dollars when it comes to self-managing your rental property as it seems (on the surface) simple enough!

However, managing the property yourself will likely be more problematic and costly than if you hired a quality property manager.

Here are FIVE COMPELLING REASONS why:

1- Property Managers Have Better Experience to Navigate Issues

There's a vast difference in experience and navigating the issues and pitfalls with a property manager that has rented to hundreds, if not thousands, of applicants in their career lifetime versus your experience with renting to just a few.

A good property manager can usually recognise a potentially bad tenant within the very first stages of an application, whereas an inexperienced person will not see the minimal subtle warning signs and end up renting to a bad tenant with the awful results.

2- Bad Tenants Target Self-Managing Property Owners

A quality property manager has many stringent checks and identification requirements at the application stage, making it very difficult for a bad tenant to 'get through the net'.

And bad tenants know this!

They will avoid going to an agency and instead target self-managing owners who they know do not have the experience to know they are indeed a bad tenant covering a poor rental history with a trail of destruction.

3- Inability to Access Quality Landlord Protection Insurance

Quality agents have access to a quality landlord insurance cover that is unavailable to the property owner directly and can be accessed through their bank or even the local supermarket.

Inferior cover can have little to no protection and high excesses, limited cover on certain lease types, and no protection should extreme events occur like drug production and even pet damage.



FIVE COMPELLING REASONS NOT to Manage the Property Yourself

4- Poor Quality Property Marketing (keeps your property empty longer)

Getting your property rented fast to the best tenant at the best rent is in everyone's best interests, and to achieve this, quality property marketing needs to happen with quality photos, a detailed property market write-up, plus listed at the correct market rent that will result in it being tenanted quickly.

90% of the reason a quality tenant will choose your property over others is visual, so you need to ensure your marketing campaign will impress!

We have access to photo enhancing services, virtual tours and 3-D floor plans- tools that a DIY property owner does not have access to or feels aren't necessary, but all make the difference in attracting the right tenant quickly to reduce expensive vacancy periods.

5- Getting Emotionally Involved (is a bad thing!)

When you have your tenant call you up and give you a story about why they cannot pay their rent, what will you do? Most property owners buckle right at this point and allow the tenant to get behind without putting any protective measures in place.

Your property manager is NOT emotionally involved and can navigate the pitfalls that come with late rent payments, keeping you at arm's length.

Many property owners have lost thousands of dollars because they were 'too nice'!

Just in this point alone, a quality property manager will save you countless hours of anguish and give you peace of mind.



FIVE BIG MISTAKES Lazy Property Managers Make Leasing Property

In the property management industry, there's a huge difference between agencies in their level of service.

When it comes to leasing your property fast to the right tenant, you want to ensure you have the best agent on your side.

Here are the FIVE BAD MISTAKES we see lazy property managers (from other agencies) regularly making, resulting in unnecessarily longer vacancy periods:

#1- Not Connecting with Tenants at the Showing

Just standing around looking at their phone, not connecting and chatting to prospective tenants or showing them through and

FIVE BIG MISTAKES

Lazy Property Managers Make Leasing Property

getting a 'good feel' as to whether these will be quality tenants (or not) is a common mistake.

There's so much information that can be gathered when you meet them personally and identify potential warning signs.

#2- Turning up Late

Yep! Some property managers are just no good at time management and arrive late. A good property manager will always arrive early and get the property open and ready, so when the available time comes, they're at the door ready to meet and show the property properly and professionally.

#3- Not Presenting The Property Right

Opening the curtains, turning on the lights, and letting in some fresh air ready for the property viewing are the basics of presenting the property.

#4- Presenting a Dirty Property

If the property is vacant, there's nothing more that turns off a quality tenant than a property that is not clean.

A professional property manager will ensure that the property is clean, carpets are adequately cleaned, and the property is presentable to prospective clients.

#5- Not Following Up

Rarely will a property manager call a tenant back after a property viewing.

Just because they didn't apply for the property doesn't mean the tenant may not still be interested. Following up with the tenant is a courtesy and may result in some easy questions answered and matching them for the property (or another). This can only happen with a follow-up call.

SIX Irrefutable Reasons Why You Need Landlord Insurance

Several times we hear, “But why do I need landlord insurance when I have a property manager?”

A simple answer is...for the same reason that you need building insurance in case a loss should occur from an unforeseeable event.

Landlord Insurance protects you against unforeseen tenancy-related events that can cause a financial loss!

It would be straightforward to keep your investment property empty...other than keeping it clean and possibly maintaining some gardens; it would be relatively trouble-free!

But as soon as tenants are placed on your property, more risk is added into the mix.

WARNING: There are different types of landlord insurance cover, and some perform better than others. Be sure to speak with us about accessing quality landlord insurance accessible through our agency.

Here are FIVE reasons why you need Landlord Insurance:

#1- Good Tenants’ Circumstances Can Change!

Yes, sometimes a tenant’s circumstances can change for the worse, and they could lose their job, and income with financial hardship, experience a relationship split and their ability to pay rent may suddenly change.

SIX Irrefutable Reasons Why You Need Landlord Insurance

In these types of situations, as your property manager, we can only do our best to manage the situation and place the tenancy into the required legal process; however, we may not be able to avoid a financial loss.

A quality landlord insurance cover will protect you against tenant rent default should they not be able to pay.

#2- Unforeseen Delays with Tribunal Action

When it comes to a tenant getting behind in their rent, we must take legal action, and this can take considerable time, particularly if there's a backlog of hearings should we need to take the matter to the Tribunal.

Depending on the lease type, a quality landlord insurance policy will protect you against delays where a bigger rent loss can occur.

#3- Intentional Malicious Tenant Damage and Theft Cover

It's not just accidental damage you need cover for but also intentional, deliberate damage to the property and contents caused by the tenant (or their visitors) that you need protection against.

Further, you are also covered if the tenant removes your contents (carpets, curtains, light fittings, etc.) through theft.

Again, a quality landlord insurance policy protects you here, whereas your building policy does not give you cover.

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#4- Damage caused by Drug Production

It's regrettable that most drug production occurs inside a rental property where the production of drugs can occur between routine inspections.

Though we screen new tenants very carefully, legislation prevents us as agents from checking criminal records and convictions, and therefore there's still a small risk a bad tenant 'may get missed'.

In any case, should drugs get produced inside your rental property like methamphetamine, the costs are substantial to rectify, which include substantial meth decontamination cleaning and then the re-renovation of the property after the carpets, curtains and fittings have been stripped out.

We have seen costs to rectify exceeding \$100,000, and building insurance WILL NOT INSURE against this type of loss or event, but a quality landlord insurance policy will.

#5- Death of a Tenant

Regretfully tenants can and do become deceased inside a rental property, and it may take some time for a body to be discovered. Should enough time elapse, then forensic cleaning will be required, and like drug production cleaning, the costs will be substantial to clean and likely remove and replace carpets, curtains and fittings.

Plus, you will also experience a loss of rent while all of this takes place, and again a quality landlord insurance policy will give you cover.

#6- Pet Damage

More and more tenants these days have pets, and therefore the risks of damage because of pets can occur. Because we cannot legally take a bond to cover pet damage, having a quality landlord insurance policy makes good sense!

Talk to us about the quality landlord protection cover we have access to through our agency with your property management.



FIVE Massive Mistakes Property Investors Make

When it comes to renting a property for the first time, new Property Investors can make some big mistakes that can cost them dearly later on.

So to help you make the right decisions upfront, here are FIVE MASSIVE mistakes to avoid:

Don't Choose Your Agent on Cheap Fees.

As the saying goes, cheap fees are for a reason. And if you've selected an agent because they're more affordable than others, just remember that they priced themselves cheaper, knowing full well what their competition charges and have done so because they believe their services are likely inferior to that of the other agent. Therefore, fee-charging levels give a good indication of agency quality and their belief in what they deliver.

Don't try and save a few dollars at the start of the relationship only to lose thousands later through agent negligence and cheap service.

Not Having Quality Landlord Protection Insurance

Insurance covers unforeseen and unexpected losses, and you can stand to lose a small fortune without the right insurance cover. Whether you need to protect your rental income against financial hardship of the tenant (their circumstances can change at any time), damage and re-renovation due to methamphetamine drug production, loss of rent from the death of a tenant, to malicious and intentional damage and the list can go on.

Your standard building insurance will not cover you for tenant-related matters, and you also need to avoid taking out inferior landlord insurance cover through a financial institution or even at the supermarket.

Only agents can give you access to quality cover (so speak with us today on this).

Renting to Family and Friends (with or without an agent)

Property investment should be 'strictly business', and renting to family and friends spells trouble! Getting emotionally involved or being taken advantage of by a family member or friend can quickly turn into a financial loss, leaving you with regret wishing you never rented to family or friends in the first place.

Renting Property Privately

Did you know that bad tenants avoid renting through an agent and instead target private owners because they know they lack experience and don't have stringent checking on a tenancy application form (if they take one)?

If they have something to hide, in most cases, this will get overlooked or missed by a property owner trying to save a few dollars, NOT hiring an agent.

Property Management is not for the inexperienced or unwary and can quickly turn into a nightmare should a wrong decision be made.

FIVE Massive Mistakes Property Investors Make

Not Putting Money Back Into the Property

An investment property needs to be kept in good condition to attract and keep a quality tenant.

Every five to seven years, it will need new paint, carpets will likely need replacing every ten years, and now and again, it may need woodwork being painted and the general look and upkeep of the property kept in good condition.

When it comes to selling time, you want your property to be in the best condition possible to make it easier to sell it quickly at the best market price you can get.



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