



PROPERTY MANAGEMENT SERVICES PROFILE

“We dedicate our time to saving yours, by ensuring exceptional service.”

Ocean Blue Realty is a well established, well respected and centrally located Real Estate agency that has been trading since 1998. We are a fully licensed agency in Queensland.

Katie Wilkinson is our Senior Property Manager and a Licenced Real Estate Agent. Katie started her real estate career on the Central Coast in 1996. Born on the Gold Coast, Katie has now returned home and is an outstanding representative of the property management team. You will enjoy dealing with Katie's mature, calm and honest approach and we know you will feel completely confident in her knowledge and her services.

Our Property Management Department is overseen by Wendy Georgiou LREA, Director and Office Manager, who has worked in the real estate and property development industry for 36 years. Wendy is responsible for the overall smooth operation of our business.

You can be assured you are dealing with true professionals who will continue to be here for the long haul.

Currently we have a diverse cross section of property in our portfolio of management and most of our Property Investors have been with us for many years.

We are the chosen property management team for the renowned Medi-Aid Centre Foundation headed by Dr James Wright, a non-profit foundation providing self-contained accommodation for the over 65's.

Our rental department is open Monday to Friday 8.30am to 5.00pm, but we are always on hand to attend to matters of an urgent nature and field enquiries on rental vacancies.



OUR SERVICE GUARANTEE

As your Managing Agent, we guarantee to perform the following services for you

- Establish a fair rental value for your property by comparing current market influences, similar properties and demand factors
- Have prospective tenants complete a comprehensive application form and provide checkable references
- Thoroughly check tenant references
- Protect property security by never handing out keys to prospective tenants - they are always accompanied by the Property Manager during inspections
- Ensure that the tenancy agreements are completed in full to protect your interests
- Ensure the correct Bond is lodged with the RTA (Residential Tenancies Authority)
- Systemised arrears management to ensure that rents are paid promptly in advance in accordance with the Tenancy Agreement
- Carry out periodic inspections of your property and provide you with reports from those inspections
- To account to you monthly for rental monies collected and disbursed
- Arrange all repairs and maintenance according to your instructions and ensure that they are carried out in a professional manner
- Pay all accounts on your behalf as instructed

HIGHER INCOME & LESS WORRIES

LETTING SERVICE

- Initial Listing Inspection and appraisal
- Photographs of property taken
- Window card prepared and displayed
- Property displayed on Office Rental List
- Property Listing and Photographs displayed on the Australia-wide internet marketing service RealEstate.com.au & domain.com.au
- Prospective tenant inspections carried out by appointment and in the company of the Property Manager.
- Tenant qualification and reference checking
- Preparation of Tenancy Agreement, Bond Form, Condition Report, Inventory & Tenant Kit
- Collection of initial rent and bond monies
- Lodgement of Rental Bond
- Tenant Sign up and interview

RENT COLLECTION

- Collection of rental monies in advance
- Prompt arrears actions system – Ocean Blue Realty has a non tolerance policy to rental arrears
- Regular rent reviews (in consultation with Landlord, if required) at expiration of lease periods
- Monthly rental income paid directly to Landlord's nominated bank account/s within 3 days of the last day of the month (Public Holidays excepted).
- Monthly issue of Rental Statements to owners
- Professional Debt collection service available, if ever required

MANAGEMENT

- Property Entry and Exit condition reports
- Preparation of Furniture Inventory
- Regular quarterly inspections – updated photographs taken, if necessary
- Written reports to landlords outlining recommendations and items noted during the inspection
- Arranging competitively priced maintenance and licensed trades people
- Payment of council rates, insurance and other charges
- Submission of insurance / court claims if required
- Prominent Real Estate office on Chevron Island, Surfers Paradise
- Experienced and courteous Property Management team.

1. LISTINGS

Upon listing a new Management, an inspection and rental appraisal is given. At the time of the property inspection, a photograph of the property is taken for display window cards and internet listing.

The property is then added to the Rental List.

A 'For Rent' sign is erected (if possible) in a prominent position to attract the attention of passers-by. We understand that placing a sign may not always be in your best interest and we use discretion at all times.

2. PROPERTY INSPECTIONS

At no time do we hand out keys to your property to prospective tenants. All inspections carried out on the property are done so in the presence of the Property Manager.

3. TENANT CHECKS

Before a tenant application is approved for recommendation to you, we carry out thorough reference checks. We confirm employment details, rentals references and personal references.

WE WILL SEEK YOUR APPROVAL ON A NEW TENANCY APPLICANT PRIOR TO PLACING THEM INTO YOUR PROPERTY.

4. PREPARATION OF LEASE DOCUMENTATION

Once a suitable tenant has been found for your property, the following necessary documentation is prepared;

- General Tenancy Agreement
- Bond Lodgement Form
- Entry Condition Report
- Inventory
- Key Record – photocopy of keys

Once this documentation is prepared, an appointment is made for the tenant to attend the office to be guided through the documentation and explained their obligations and conditions of their tenancy. The tenant is then given the following documentation:-

- Lease Agreement
- Copy of Bond Lodgement
- Entry Condition Report to be completed and returned within three (3) days.
- Inventory List to be checked off and returned within three (3) days.
- General Repairs Advice
- General Information – Contact List
- Direct Deposit details for rental payments
- Form 17a Pocket Guide for Tenants

5. RENT COLLECTION

We have a policy of no cash on the premises and for this reason, rents are paid directly into our Rental Trust Account at the Bank of Queensland, or by Internet Transfer or Bank to Bank transfer (Periodical Payment).

6. ADVERTISING

Customised advertisements can be placed in the Gold Coast Bulletin on request. However, our success to date indicates that newspaper advertising is no longer viable. Rental seekers browse the web - Realestate.com.au & domain.com.au

7. ARREARS ACTION

Rental arrears rarely occur, but when they do you can be assured that we know the Law about recovering money and evicting tenants. We review rental arrears daily, and always act swiftly to protect and keep your investment safe.

ORDER OF NOTICES AND PROCEDURE;

Notice to Remedy Breach (Form 11) – 7 Clear Days behind in rent

Notice period is 7 working days plus 4 days for postage. If a Form 11 is issued to a tenant for Rent Arrears on more than one occasion within in a 12 month period, then a Form 12 Notice to Leave can be issued if the rent remains in arrears upon expiration of the 2nd Form 11.

Notice to Leave (Form 12) – Issued the day the second NTR expires (if applicable)
Notice period is 7 working days plus 2 days for postage

Warrant of Possession/Urgent Court Application

Written application to Court (QCAT) for Warrant of Possession and Termination of lease along with full payment of outstanding money. Court will advise of hearing session.

PLEASE BE ASSURED THAT THIS OFFICE HOLDS A NON TOLERANCE POLICY ON RENTAL ARREARS

8. LEASE RENEWALS

We realise the importance of keeping tenants on a lease and for this reason we contact you approximately 8 weeks prior to the tenants lease expiry to seek your instructions, and if permission is granted, we then send out a lease renewal notice to tenants for a further lease period. Alternatively, a notice that the lease will not be renewed will be issued. It is now a legislated requirement that a tenant be given a minimum of 8 weeks' notice of the Landlord's intention to renew or otherwise. We understand that a lease means security on your investment and it is for this reason we prefer to re-sign tenants onto a renewed lease at the expiration of a term – no periodical tenancies, unless authorised by the owner. We will keep you updated during this process and send a copy of the lease renewal with your End of Month documents.

9. INSPECTIONS

Periodical Inspections are carried out every 4 months throughout the tenancy. During these inspections a detailed report is completed notifying you of any maintenance problems or recommendations that need your attention. Curb side / drive by inspections are also carried out intermittently.

10. MAINTENANCE

Our maintenance service offers competitive qualified trades persons to undertake any job. We eliminate unnecessary headaches by arranging quotes and arranging for the work to be carried out for you. All major trade work is checked and signed off by the Property Manager. We DO NOT add commission on top of trades' invoices!

11. SMOKE ALARMS

Property owners must install smoke alarms in all domestic dwellings complying with Australian Standard 3786-2014. As of 1st January, 2022 all existing smoke alarms must be interconnected and one installed in every bedroom. To ensure your property is compliant, we arrange for a company named SmokeSec Services to attend site, test and clean the smoke alarms 30 days prior to each new General Tenant Agreement. Once their technician has finished, we will receive a Compliance Certificate for your property.

WE DO NOT UNDERTAKE ANY MAJOR OR EXPENSIVE WORKS WITHOUT YOUR AUTHORISATION.

12. RENOVATIONS

Please note that we do not have a builders' licence and therefore cannot arrange or oversee full renovation work. We can, of course, co-ordinate trades to quote/replace carpets, curtains, appliances, painting, etcetera.

13. RENT INCREASES

The rental value of your property is reviewed at each lease renewal period. These increases are based on current market values in the area. Whenever the rent is to be increased, we will discuss the recommendation with you to ensure that we are acting in your best interest at all times.

14. APPRAISALS

The Property Management team works closely with our Sales Department. If you require a market appraisal for your property, you can be assured of the best service from a very successful sales team.

15. INSURANCE

Insurance for your property can be organised through our Property Management department. We strongly recommend that each landlord has Landlord Protection Insurance. This protects you against;

- Loss of Rent when the tenant vacates without paying
- Clean up costs
- Malicious damage caused by tenants
- Accidental damage caused by tenants
- Theft caused by tenants
- Liability claims by tenants for injury

16. PAYMENT OF EXPENSES

Payments can be made on your behalf for such things as Council Rates, Insurances and Body Corporate Fees. We can also arrange to have your Gold Coast City Council records handled by us, so all relevant mail is directed to us, actioned, and then forwarded to you with the end of month statement.

17. PAYMENTS TO YOU

We deposit rental monies directly into your nominated bank account at the end of each month, ensuring you have access to said funds the next day. You can be assured this money will be in your account within three days of the end of the month (Public Holidays excepted). Statements detailing your rental income and expenses for the property are emailed to you the day the funds are released. If any works have been carried out on the property during the month, these invoices will be attached and emailed with your Statement. The same applies for any new leases or lease renewals.

18. YEARLY SUMMARY

Financial Year Statements (Profit & Loss Statements) are forwarded to you at the end of every Financial Year. This statement will itemise all income and expenditure for the previous 12 months.

OUR FEE STRUCTURE

*What would you expect to pay for peace of mind and true
Professional Property Management*

- | | | |
|----|-------------------------------------|---|
| 1. | MANAGEMENT FEE | 8.5% of rental collected + GST |
| 2. | ADMINISTRATION FEE | \$7.00 + GST per month/per Statement |
| 3. | LETTING FEE | First week's rent + GST (regardless of the term of the General Tenancy Agreement) |
| 4. | LEASE RENEWAL FEE | 50% of First week's rent + GST (regardless of the term of the GTA) |
| 5. | ADVERTISING | Internet and Website Free of Charge |
| 6. | INSURANCE CLAIMS | \$250.00 + GST – Co-ordination of Assessors/trades through to Lodgement |
| 7. | TRIBUNAL HEARINGS | \$250.00 + GST per hour or part thereof |
| 8. | END OF FINANCIAL YEAR REPORT | \$30.00 + GST |

Ocean Blue REALTY

Your Property, Our Service, Since 1998

SHOP 1, 38-40 THOMAS DRIVE,
CHEVRON ISLAND, SURFERS PARADISE, QLD 4217

PO BOX 337, CHEVRON ISLAND QLD 4217

PH: 07 5570 2604 FAX: 07 5592 1355

Email: pm@obqld.com.au

Website: www.obqld.com.au

Personnel: Katie Wilkinson – Senior Property Manager
Wendy Georgiou - Office Manager