



**first
national**
REAL ESTATE

Neilson Partners

**PROPERTY
MANAGEMENT**



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WELCOME

We have constructed this comprehensive property owner's handbook as a service to our clients so that you can be familiar with our Property Management processes and procedures and to assist with having the right expectations with respect to the tenancy management.

We hope that you enjoy reading this handbook, and ask that you become familiar with its contents.

We cannot cover every aspect of Property Management in this guide, there is just too much information for that, however, it does cover the most commonly asked questions. Should you have a query which you believe is not answered by this handbook, please call us and we will be happy to assist you.

Who We Are

Our Company, First National Real Estate Neilson Partners is a name synonymous with success. Our reputation has been built on personalised customer service, integrity and exceptional results.

Since 1917, when our company founder Frank Facey first opened his Real Estate business, we have progressively developed as the market leaders throughout the South East Corridor.

With our three strategically positioned offices working together under the direction

and leadership of our management team our goals are simple... to maximise results for our clients and develop a 'client for life' relationship that extends to all past, present and future clients.

Our Residential Sales, Commercial Sales and Property Management teams are all driven by the same core values.

We aim to exceed your expectations, not just meet them!

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Director Rental Division



Sharon Carter
PA to Rental
Division Director



Rebecca Lawson
Department Manager,
Berwick/Narre Warren



Brittany Cox
Department Manager,
Pakenham



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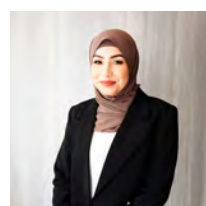


Helen Crombie
Manager
Rental Accounts



Danielle Connor
Rental Accounts
Assistant

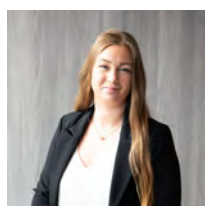
PAKENHAM



Zahra Warasi
Investment
Portfolio
Manager



Jane Grant
Investment
Portfolio
Manager



Ashleigh McCormack
Customer Service
Manager

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NARRE WARREN



Kim Rosser
Senior Investment
Portfolio Manager



Trudi Kluth
Investment Portfolio
Manager



Alesia Kasy
Investment Portfolio
Manager



Jamieson Whitehouse
Customer Service
Manager

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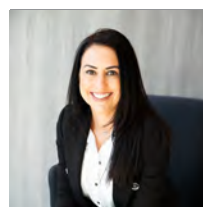
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BERWICK



Karen Neil
Senior Investment
Portfolio Manager



Narelle Dixon
Investment Portfolio
Manager



Jessica Honeybone
Investment
Portfolio Manager



Georgina Hynd
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NARRE WARREN



BERWICK



PAKENHAM



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Our offices are conveniently located in Narre Warren, Berwick and Pakenham.

Most of our staff are long term residents of the local area and enjoy an enthusiastic involvement within the community.

This gives us tremendous insight into current and future market trends and allows us to accurately predict and understand the variables that will influence your real estate decisions.

Our agents are committed to ensuring our procedures always deliver the best outcome for you. There's no room for a pushy or confrontational approach – we favour cooperation and consultation.

The Neilson Partners Property Management team work closely together, bringing you the combined efforts of all three offices. This ensures our nets are cast over a very wide area and every possible avenue is explored to secure you the right result.

Investing In Your Future



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Property represents a secure, long term form of wealth creation. As such, many people are now turning to property investment to secure their future.

A well managed investment property can offer distinct advantages including income and capital growth. Many investors are able to use their investment property to reduce the tax payable on their assessable income and also claim depreciation on their asset.

As considerable sums of money are involved and the security of your financial future is in play, the importance of assuring proper care is paramount.

Establishing the Likely Income Potential of Your Home

When assessing your investment we will consider many factors including current and previous market trends, comparative data, property inclusions, presentation, size, location, enquiry levels, infrastructure and much more.

Our aim is to utilise our skill to increase the worth of your investment. Unfortunately, it's not uncommon for people to feel, or suspect, that agents inflate their estimates. It's true, in some cases they do. It's partly human nature to want to show enthusiasm, and a generous estimate is one way of demonstrating how keen they are for your business.

Some agents see it as a form of flattery but we believe that there are more appropriate ways in which we can demonstrate our enthusiasm so we avoid this practice.

Our goal is to provide you with a realistic and honest range between conservative and optimistic, with due consideration for all the factors that may come into play.

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The Right Choice

Choosing the right estate agency to manage your investment property is one of the most difficult tasks you will face as a landlord. No two properties or landlords are the same - it is vital that your property's features and your individual needs are considered. Whilst we appreciate that fees may play a part in your decision making process, it is vastly more important to consider the systems, processes and experience that underpin the strength of the agency that you select to manage your financial future.

GENERAL PROCEDURE

Property Management is more than simply collecting rent and hoping for a good outcome. Property Management is the skill of increasing the worth of your investment whilst maximizing your income and minimizing your expenses.

SKILL SET

Your Property Manager is an intermediary between the parties of the tenancy- Owner and Renter. Maintaining a respectful relationship between the two is integral to achieving the best outcome. As the interests of both parties are not always aligned, your Property Manager is trained to look after your interests with tenacity and diplomacy.

ISO ACCREDITATION

We adhere to ISO accredited Quality Assurance processes designed to guarantee delivery of our promise to you - We Put You First.

SERVICE STANDARDS

Whilst we are commercially competitive, we will **NOT** compromise on training, systems equipment or standards that enable us to assure selection of quality Renters, timely rental payments and minimal vacancies.

LEGISLATION

Residential and Commercial Tenancies are subject to legislation and sometimes disputes can occur. The strategic advice we provide, should a circumstance arise, is based upon invaluable experience; something money just can't buy.

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Steps to Success



The following 10 steps are crucial in order to achieve a successful result for your investment property:

1. **Accurate Valuation**
2. **Presentation**
3. **Marketing Campaign**
4. **Accompanied Viewings**
5. **Screening**
6. **Renter Selection**
7. **Preparation**
8. **Condition Reports**
9. **Management Services**
10. **Completion**

Our goal is to rent your property for the best price, to the best Renter, and quickly, in order to achieve great results. A well presented home with a suitable marketing campaign will attract the best Renters, therefore property presentation is paramount. We will make recommendations to improve appearance and maximise your return. Open for Inspections allow potential Renters to view the benefits of your property, as well as providing us some insight prior to receiving any applications, seeing whether or not they will be a good fit for you and your property.

We carefully screen any applicants and apply stringent criteria and reference checks. We will then outline your options and make appropriate recommendations to assist you with your decision. When a Renter has been finalised, Rental Agreement documentation is prepared incorporating any specific instructions. Bond and rent are collected and the Renter is educated about their obligations and conduct expectations. Prior to occupancy, we will complete a thorough Property Condition Report which includes details about the presentation and condition of the home.

Our expertise ensures peace of mind, steady income, regular property condition checks, qualified maintenance providers and 24/7 emergency repairs. After a thorough induction process, your Renters are provided with the keys to their new home and a full information pack reiterating their obligations.

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Property Management fees are often discussed in percentage terms but what does that mean and what exactly are you paying for?

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- Collect rent as per lease terms
- Outgoing inspection and vacating processes
- Monitor rent arrears daily
- Negotiate security deposit disbursement
- Zero Tolerance Rent Arrears Policy
- Application to VCAT for bond retention
- Educate renter of rights and responsibilities-Manage break lease scenarios
- Review rent at appropriate times
- Manage assigned tenancy scenarios
- Arrange owner disbursements of funds
- Process accounts and invoices
- Assist with owner insurance queries
- Pay owner rates and insurance outgoings
- Co-ordinate standard repairs and maintenance
- Arrange emergency maintenance
- Management of smoke alarm electrical program
- Two routine inspections per annum
- Management of Carbon Monoxide program
- Address all renter and owner queries
- Provision of industry related software
- Twenty four hour emergency repairs hotline
- Provision of dedicated book keeper
- Manage tradespeople and insurances
- Breach of Rental Agreement action and inspections
- Key management
- Service of Notices to Vacate where applicable
- Co-ordinate vacating renter
- Abandoned goods inspections
- Mediate tenancy disputes
- Adherence to privacy legislation
- Manage Rental agreement expiries and renewals
- Monthly renter award

Insurance

WE CONSIDER LANDLORD INSURANCE ESSENTIAL. WHAT INSURANCES DO YOU NEED AND WHY?

Your investment is extremely valuable and there is protection available to ensure you are not left out of pocket in the event an unexpected or unfortunate situation occurs. Whilst all care is taken when choosing your renter and managing your property, unforeseen situations can arise.

LANDLORD INSURANCE

Landlord insurance is in some ways the most important insurance for owners.

Landlord insurance covers an owner of a rental property from financial losses such as rent, it also covers the owner for damage caused by renter. There are many landlord policies on the market with varying conditions, we strongly recommend you investigate and compare the policy conditions. Our preferred insurers are happy to offer a no obligation comparison, just ask and we will arrange this for you.

WHY DO I NEED LANDLORD INSURANCE IF WE HAVE AN AGENT AND A GOOD TENANT?

People's situation and circumstances can change at any time, we cannot guarantee your renter's performance throughout the tenancy. The risk belongs to the owner of the property, and we recommend owners insure against such risks. Even a good tenancy can turn bad. If the renter's circumstances change sometimes the tenancy will become unstable. This can result in rent owing and the property not maintained. It pays to be properly insured, even with a good renter.

BUILDING INSURANCE

Building insurance covers the home as well as other structures on your property such as garages, sheds, fences and in-ground pools. If your rental property was damaged by fire or storm your building policy may cover the cost of the repairs. Not all building insurance is the same so read the terms of the policy fully to know what you are covered for. It is also important you let the insurer know the property is being rented.

CONTENTS INSURANCE

Contents insurance covers the cost of repairing or replacing your household possessions and furnishings, such as curtains, carpet and furniture (if the property is furnished). Even if your property is unfurnished you will need some contents insurance to cover the curtains and carpets and any other removable items. Your policy does not cover the renter's personal belongings, we advise them to take out their own cover. Most building insurance policies have a minimum contents incorporated, again check the policy conditions to be sure.

PUBLIC LIABILITY INSURANCE

Public Liability insurance is usually incorporated in the building policy. It protects against claims of personal injury that a third party suffers. For example, if a renter or someone visiting or working at the property was injured due to a fault of the property you may be liable for any injuries or suffering caused, the liability insurance can protect you in such cases.

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DISCLAIMER: This information is provided for your information only, we strongly recommend you seek advice on the various insurance policies from a qualified insurance agent.

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The reality is that all Victorian Real Estate Agencies are governed by the same legislation. What makes us different, is the way in which we conduct our business, the services that we provide and the quality of those services.

- We boast a dedicated, qualified and fully licensed director overseeing and supporting our Rental Division
- Marketing is paramount - investment properties need and deserve as much care and attention as sales properties
- We provide diligent assessment of applicants and expert negotiations on price
- Longevity- Our rental departments alone boast in excess of 200 years industry experience
- Two renter databases working pro-actively to net every possible enquiry on your property
- We conduct mandatory six monthly routine inspections to confirm property condition and renter compliance
- We provide a dedicated book keeping department to disburse your funds several times per week- not monthly or fortnightly
- Our automated arrears notification system keeps you advised of any late payments
- Early response to maintenance requests is key to maintaining your property and renter relations
- We work hand in hand with our Sales Teams and Commercial Division
- We urge you to consider the things that set us apart from our competitors
- Consider the importance and value you place on the service that you expect to receive and the level of care your hard earned asset deserves



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Essential Marketing

For your investment property to reach its full maximum potential, we highly recommend a successful marketing campaign to reach successful potential renters.

PHOTOGRAPHY

We recommend professional property photography. A wide selection of high quality digital photographs raise your advertisement to the next level, present the property in an appealing way and will set you apart from other properties that do not utilise this powerful tool.

VIEW MARKETING PACKAGE

INTERNET

Internet advertising is the most effective and far reaching form of advertising for your investment property. Hungry renters respond very favourably to accurate supportive information including high quality photos and descriptions of their potential new home.

RENTAL LISTS

Every week, across all First National Neilson Partners agencies, Property Managers will be talking to prospective renters and handing out copies of the First National Neilson Partners Rental List - making sure your property gets the exposure it deserves.

SOCIAL MEDIA

Social media is at the forefront of digital advertising and at Neilson Partners we use this platform to reach potential renters through posts and video.

FOR LEASE BOARD

The board is designed for maximum exposure and in the right location can be a simple but very effective source of enquiry.

Property Inspection Program: IRE Renter Database

Inspect Real Estate is a customised online booking system that allows prospective renter to automatically book inspections online for properties.

Our three offices can:

- Handle enquiries instantly (24/7) and confirm inspections automatically
- Access live data on the number of enquirers who have booked an inspection time, those who are waiting for an inspection and submitted applications
- Communicate immediately with renters who book inspections after normal business hours
- Provide numerous inspection selection times allowing flexibility to potential renters
- Provide reminders, via SMS and/or email, about their upcoming inspection one day and one hour in advance to increase attendance levels
- Access our software from smart phones and tablet computers; appointments can be arranged anytime, anywhere
- Look ahead and see how many people have registered to inspect your property

This information allows us to tailor strategies to ensure your property is rented as quickly as possible. With over 2600 applications and 22,000 potential renters registered with us in the first twelve months- the results speak for themselves.

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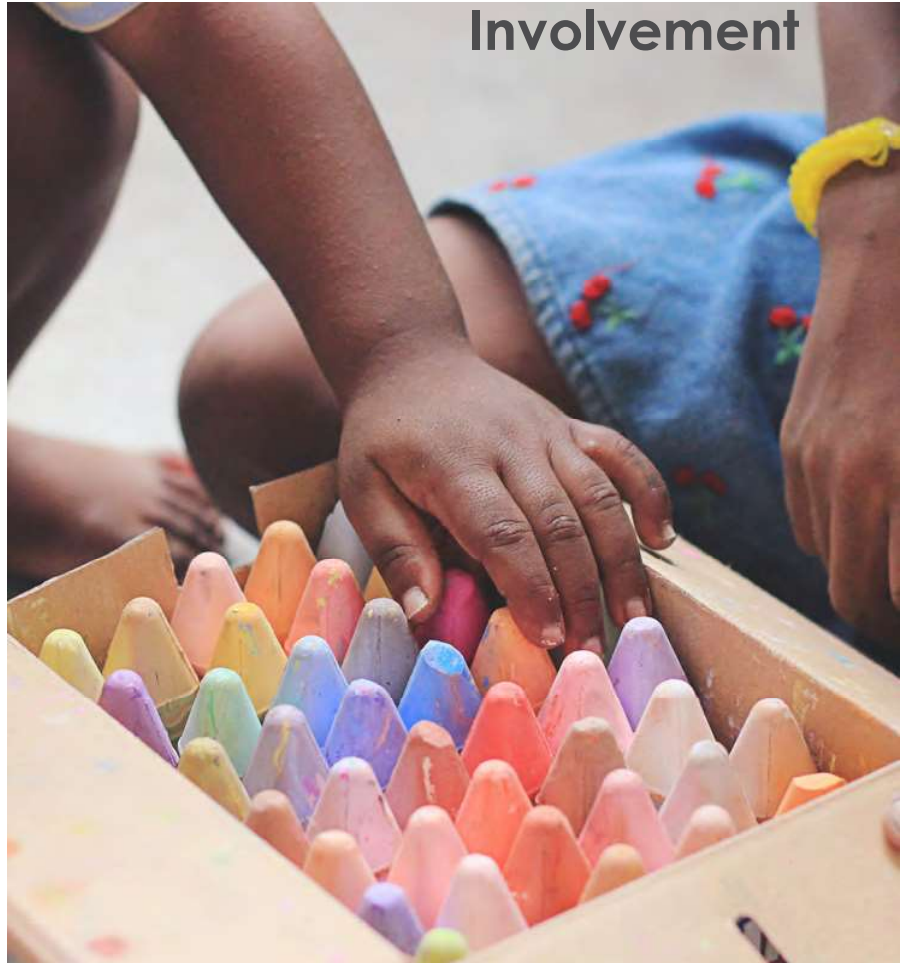
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The Neilson Partners team focuses significant time, effort, and resources on our local communities of Casey and Cardinia. Every year, we sponsor, support, and help raise much-needed funds for these communities.

We are proud to be involved with, and support:

- Aura Vale Senior Cricket Club
- Beaconsfield Junior Football & Netball Clubs
- Berwick and District Agricultural and Horticultural Society Inc. (Berwick Show)
- BK2 Basics Narre Warren
- Cancer Councils Biggest Morning Tea
- Casey City Church
- Aura Vale Senior Cricket Club
- Beaconsfield Football & Netball Clubs
- Beaconsfield Upper Village Festival
- Berwick and District Agricultural & Historical Society Inc.
- Big Blokes BBQ Cardinia Casey Inc.
- BK2 Basics Narre Warren
- Carols By The Creek - Beaconsfield Baptist Church
- Casey City Church
- Casey Tiger Sharks Swimming Club
- Narre Warren Football & Netball Club
- Officer Senior Football Club
- Pakenham and District Agricultural & Horticulture Show
- Pakenham Football Club
- Rotary Club Berwick
- R U OK? Day
- The Goon News - Nar Nar Goon Community Newsletter

Sales Professionals and Support Teams

Our Residential and Commercial Sales teams work closely with our Property Management team to ensure our investor clients receive 100% access to the most supportive and appropriate advice.

OUR CLIENTS RECEIVE:

- Advice on investment trends and anticipating future fluctuations
- Fresh and exciting investment opportunities with attractive yields
- Personalised advice regarding the potential growth, strength and stability of current and future investment portfolios
- Educated recommendations on how to facilitate the best return from every investment dollar

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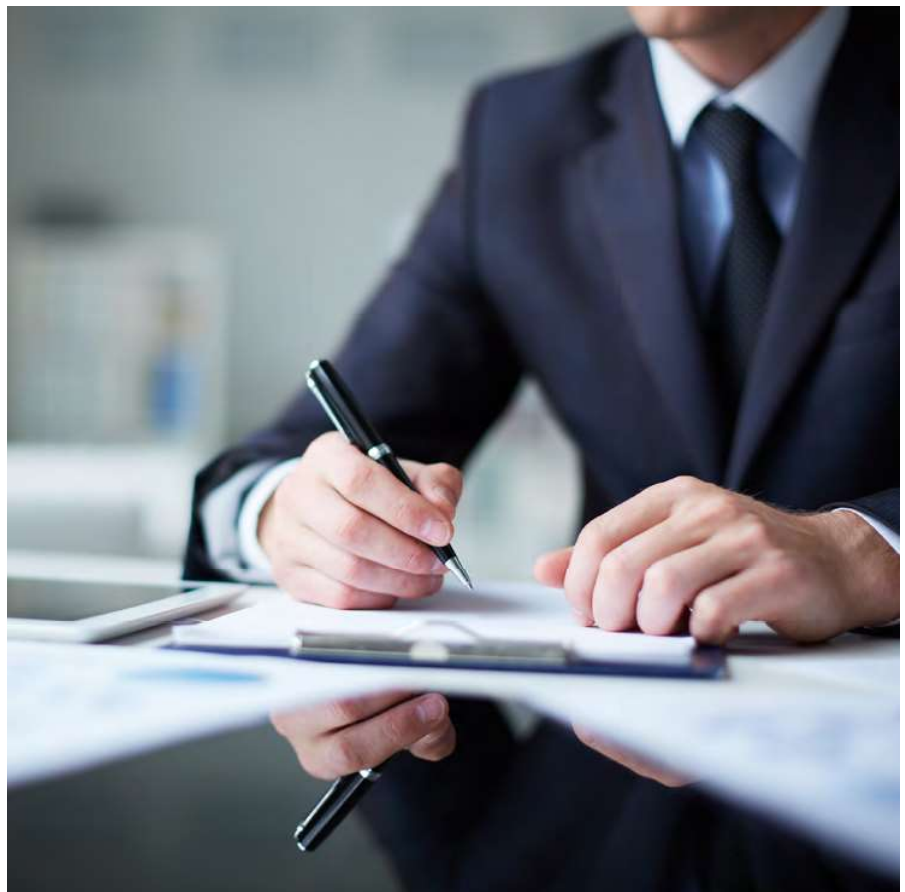
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This handbook has been prepared by First National Real Estate Neilson Partners as a guide for property owners and investors.

Our officers, employees, agents and associates believe that the information and material contained in this handbook is correct at the time of printing but do not guarantee or warrant the accuracy or currency of that information and material.

To the maximum extent permitted by law, our officers, employees, agents and associates disclaim all responsibility for any loss or damage which any person may suffer from reliance on the information and material contained in this handbook or any opinion, conclusion or recommendation in the information and material whether the loss or damage is caused by any fault or negligence on the part of our officers, employees, agents and associates or otherwise.

The information relating to the law in this handbook is intended only as a summary and general overview on matters of interest. It is not intended to be comprehensive nor does it constitute legal advice.

Whilst our officers, employees, agents and associates believe that such information is correct and current at the time of printing, we do not guarantee its accuracy or currency. Many factors unknown to us may affect the applicability of any statement or comment that we make to your particular circumstances and consequently you should seek appropriate legal advice from a qualified legal practitioner before acting or relying on any of the information contained in this handbook.

The information contained in the handbook is of a general nature and does not take into account your objectives, financial situation or needs. Before acting on any of the information you should consider its appropriateness, having regard to your own objectives, financial situation and needs.

The information contained herein is accurate as at 1st March, 2024.



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