

# **Information for Prospective New Landlords**

*We don't expect your business... we earn it!*



Abel Realty  Pty Ltd Office: 8 Greenhill Road, Wayville, South Australia 5034 ACN 059 389 337  
P O Box 176, Glenside, S A 5065 Registered Real Estate Agents, Auctioneers, Property Managers, Members of Real Estate Institute of S A  
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## Our Company

We are a progressive family owned real estate agency offering a genuinely personal level of service, while at the same time delivering the highest standard of professional real estate service and expertise.

Our company focus is on residential property management services and real estate sales within the inner Adelaide metropolitan area.

For more than twenty years, our success as an 'independent' real estate agency has been built on the personal referral of business from past satisfied clients, tenants and landlords.

Abel Realty are member agents of the Real Estate Institute of South Australia and have the suitably qualified and professionally motivated personnel to enable us to guarantee a constantly high standard of personal real estate service.

Office Hours: 9.00 a.m. - 5.30 p.m. Monday to Friday  
9.00 a.m. - 12.00 p.m. Saturdays

Telephone: 1300 309 209

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Office Address: 8 Greenhill Road, Wayville, South Australia 5034

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## Our Property Management Team

Our company principal, Mr Peter Powell, personally controls the day to day operation of our Residential Property Management Department.

With more than twenty years experience in all facets of the Adelaide real estate industry, Peter has a reputation for achieving outstanding results and providing the highest level of personal service.

His many years of successful real estate business management and "hands-on" real estate experience is an invaluable resource. Many clients seek his professional assistance again and again.

Peter, is also a highly regarded and accomplished auctioneer of chattels, fine art and real estate.



## Our Landlords are very relaxed people...

Let Abel Property Rentals professionally manage the renting of your home and you'll also have many good reasons to relax...



Not only do you get a professional management service tailored to suit your needs, you also get it guaranteed in writing.

We are residential property rental specialists with more than twenty-five years experience in the Adelaide residential sales and property rental markets.

We undertake to give you the very best personal service at all times.

*So confident are we that you will be completely satisfied with our service... we guarantee it in writing.*

- We sign a written Personal Service Guarantee.
- We establish a fair current market rental.
- We find a suitable tenant.
- We prepare all tenancy documents.
- We collect the maximum permissible security deposit.
- We prepare a detailed written inspection record at the commencement and completion of the tenancy.
- We monitor the prompt payment of rental.
- We regularly inspect your property.
- We arrange for any repairs and maintenance as instructed by you.
- We provided a detailed monthly statement and an annual financial report.
- We can pay all regular disbursements for our landlords.
- We charge very competitive fees.

## Our Guarantee

Renting to the wrong tenants could be your worst nightmare. Don't risk it. Let us manage the renting of your home. We will take care of everything for you - leasing, maintenance, inspections, rent collection, Tribunal matters, whatever...

If after three months, you aren't happy with the way we have handled your property, we will cheerfully refund, in full, our management fee\* for that period.



**We don't expect your business ... we earn it!**

\* Guarantee only applies to residential property in the inner Adelaide metropolitan area. Refund applies to agent's management/letting fees only, not to any out-of-pocket cost such as maintenance, advertising, bank charges etc.

## Professional property management

When you engage Abel Property Rentals to professionally manage the renting of your home, we will...

### Inspect your property

Before seeking a tenant we will inspect the property to assess a current fair market rental and provide advice on any work that may be needed in order to attract a quality tenant.

### Finding a suitable tenant

Because Abel Property Rentals are residential property management specialist, we receive enquires daily from reliable tenants wanting to rent the right property.

We also use the following means to find suitable tenants:

- Check our data base of current prospective tenants
- Advertising in the daily newspaper
- Listing on our web site
- Our relationships with major organisations, national and inter-national corporations and 'executive' re-location services

### Selecting a tenant

Prospective tenants are always accompanied to view properties. They complete a detailed application form and meet with your property manager for an interview.

Before recommending a tenant we carefully check the applicants employment references and with previous landlords or leasing agencies to establish the applicants character and reliability. We also have access to an Australia wide "Rent Check" database service.

We advise the results to the landlord by phone.

The landlord makes the final decision whether to lease to the applicant or not.

### Before the tenant moves in

We prepare a legally enforceable Tenancy Agreement and other tenancy documents.

Collect the maximum security bond permissible.

Conduct a thorough inspection of the property and complete a detailed written report of the condition of the property and the fittings and fixtures prior to the commencement of the tenancy. We also prepare an inventory of any furniture and take photographs of the property.

### Rental payments

Because we take considerable care in the selection of tenants, our rental delinquency level is almost non-existent.

Rental is payable in advance. We encourage each tenant to pay on either a calendar monthly or fortnightly basis.

Tenants are able to pay rental instalments at our office, via post, any branch of the Commonwealth Bank of Australia and via the Internet.

Regardless of the care taken, occasionally tenants fall into arrears. When this occurs a set procedure is instigated which includes an initial polite 'reminder' letter the tenant after 3 days overdue; after 7-10 days overdue a follow-up letter, a telephone call and inspection of



the property is carried out to ensure the tenant is in possession; after 14 days overdue (the minimum period required by the Residential Tenancies Act) a termination notice is served on the tenant requiring them to either bring their rental into credit or vacate the premises. A further application to the Residential Tenancies Tribunal may be required to obtain an eviction.

### **Routine inspections**

Every rental property under our management is inspected internally on a regular 3 monthly basis during the tenancy. Following each routine inspection the landlord is provided with a written report detailing:

- The general condition of the property
- The manner in which the tenants are maintaining the property
- Any major repair or maintenance required in the foreseeable future

### **Repairs and maintenance**



We have a flexible system of maintenance to cover the requirements of owners who instruct us to attend to all maintenance matters on their behalf as well as for those who prefer to attend to these matters

themselves.

Whilst we engage a range of qualified tradespeople to attend to all types of repairs/ maintenance, if requested we are happy to use specific tradespeople designated by our landlords.

### **Financial statements & payments**

Landlords receive a detailed computerised owner statement every month and a financial year statement issued on June 30 each year. A cheque can be included with your monthly statement or an electronic payment credited into your nominated bank account on an overnight basis.

We can also attend to the payment of all regular disbursements such as council and water rates, strata levies etc. for our landlords.

### **Residential Tenancies Tribunal**

The basic function of the Residential Tenancies Tribunal is to arbitrate on disputes between tenants and landlord/agents.

Our residential property management service extends to mediating between the tenants and the landlord should any dispute arise. As an impartial third party with a great deal of negotiation experience, we often achieve amicable results to the satisfaction of all parties.



Should it be necessary to attend a Tribunal hearing our property managers not only have a thorough working knowledge of the Residential Tenancies Act but extensive experience in the handling of Tribunal matters.

### **Lease renewals & rent reviews**

The renewal of a fixed term lease is generally at the discretion of the landlord.

Prior to the expiry of a fixed term tenancy, we write to the landlord with our recommendations regarding an appropriate current fair market rental and seeking instructions from the owner regarding the renewal of the tenancy.

### **When your tenant vacates**

When your tenant advises their intention to vacate the property, we set a date to conduct a final inspection and provided the tenant with a 26 point '*Final Inspection Check List*' and inform the landlord of the tenants' intention to vacate.

Upon the property being cleared of all personal effects and all cleaning (including the carpets) completed, a final check against the detailed written report prepared prior to the commencement of the tenancy is conducted by your property manager.

The security bond is refunded to the tenant only upon the payment of all rental to the required date and the satisfactory completion of all cleaning, gardening etc.

The search for new tenants usually commences well in advance of the property becoming vacant. In most cases, by the time your property is vacated, a suitable new tenant has already been found, approved by the landlord and waiting to move in.

*Landlords... so confident are we that you will be completely satisfied with our service... we guarantee it in writing.*

## Our Fees

*“The bitterness of poor service lingers long after the price is forgotten.”*

We are not prepared to compromise on the quality of the service we offer our clients. Cutting prices invariably means cutting the service offered which is not in your interest or ours.

Our residential property leasing and management fees\* are competitively set to reflect the high standard of expertise, personal and professional service we are proud to offer.

Our charges are less than the scale set down by the Real Estate Institute of South Australia and compare favourably with industry standards.

<b>Management *</b>	8.8%* of gross rental collected for a single property, 7.7%* of gross rental collected for multiple dwellings/flats managed for the same landlord.
<b>Letting*</b>	equivalent to 1 week's rent (+GST) for an initial 6 month lease, equivalent to 2 week's rent (+GST) for an initial 12 month lease (minimum fee of \$110*).
<b>Advertising</b>	at casual rates.
<b>Lease Renewals *</b>	equivalent to 1/2 week's rent (+GST) for a 6 month renewal, equivalent to 1 week's rent (+GST) for a 12 month renewal, (minimum fee of \$55*). Periodic lease renewal \$55*.
<b>Payment of regular accounts</b>	included in management fee.
<b>Arranging maintenance</b>	included in management fee.
<b>Reference checks</b>	included in management fee.
<b>Regular Routine Inspections*</b>	included in management fee.
<b>Statements, postage &amp; cheque</b>	included in management fee.
<b>Disbursements</b>	<i>Goods and Services Tax (GST) and Commonwealth Bank of Australia (CBA) fees/charges at cost.</i>
<b>Miscellaneous</b>	<i>Furniture Inventory preparation and Insurance claims - \$55 per hour*. Residential Tenancies Tribunal attendance (only when due to default by Landlord) - \$55 per hour*.</i>

\* Our fees, advertising costs, bank charges, rates, taxes, interest on loans, insurance, pest control, repairs and maintenance as well as many other items should be tax deductible – consult your accountant/financial adviser. Our fees subject conditions and change.

\* Management, letting, lease renewal fees and no charge routine inspection fee apply on the basis of a Residential Letting - Management Agreement for a minimum period of 24 months from date of first letting.

\* All professional fees and charges are inclusive of 10% Goods and Services Tax (GST) unless otherwise stated.

\* CBA fees/charges are currently (but subject to change without notice) - 40¢ per electronic transfer, 55¢ per cheque drawn/received and 95¢ per over-the-counter transactions. More than one (1) electronic/cheque payment to landlord per calendar month charged at \$5.50\* per additional payment.

## Landlord - Preparation & presentation ensures rentability

### **Presentation**

An inviting exterior ensures inspection of the interior of your property. Good tenants will be attracted by a well presented property, so any minor repairs, gardening and the removal of household rubbish should be attended to prior to the marketing of your property.

- **Garden**  
Ensure that the lawn is cut and edges trimmed, the flower beds cultivated and the yard clean and tidy.
- **Cleaning**  
Sparkling clean windows and clean, mark free walls help to create appeal. Dispose of all unnecessary items that have accumulated. Prepare the property for rental in the manner you wish it to be kept.
- **Repairs**  
Small items in need of repair distract prospective tenants. Replace the washer in that dripping tap, tighten loose door knobs and repair sticking doors - it really is important.
- **Sparkling kitchens**  
The kitchen remains the hub of the home, and as such, demands special attention to its presentation.
- **Check and double check the bathroom**  
Bright and clean bathrooms help achieve a top rental for your property. Along with kitchens, they remain arguably the two most important rooms in the home.
- **Carpets**  
All carpets should be steam-cleaned before rental. This will mean we can insist that vacating tenants re-clean floor coverings.
- **Lighting**  
A well lit home is a welcome sign. For after-dark inspections, turn on your lights from the porch, right throughout the home. A bright, cheerful home always appeals. Ensure that all light globes are in working order.
- **Carports and garages**  
Ensure that carports and all paving are free from grease and oil stains.

### **Appliances**

Make sure all overdue services are attended to, such as heaters, water softeners or hot water services.

### **File**

Leave manufacturer's instructions and other information for the operation of appliances or services such as air conditioners, dishwashers, pool filters etc.

### **Insurance**

Advise your insurance company or broker that your property will be rented. Remember to review your complete insurance portfolio.

**Neighbours**

Where appropriate advise neighbours that we are managing your property.

**Services**

Cancel your electricity, gas and telephone accounts.

**Keys**

Provide us with three full sets of keys and keep another for yourself.

**Letting/Management Agreement**

A signed authority from the property owner(s) is required before we can act on your behalf in the rental management of your property.