



mpmTM
my PROPERTY MANAGEMENT

THE TRUSTED PATH FOR INVESTORS



Dear Landlord

Thank you for the opportunity to present our Management Proposal.

Filtering out a great Property Manager that will look after your investment property can sometimes be hard. Did you know that only 65% of agencies that get asked to send out a proposal actually do, even worse only 6% ask the basic questions that are essential in gaining an understanding of why you are making enquiries, things like where is the property?

MPM Australia has been established since 2010, we cover the entire Sunshine Coast, from the Hinterland to the Beach. Our Property Managers are fully licensed and have lived in the local area for over 30 years. We are confident we can offer competent and reliable services in all aspects of the Industry.

Our dedication for continuous improvement provides a basis to achieve the best results and satisfaction for their clients while also being recognised as industry leaders on the Sunshine Coast.

We strive to offer you quality Property Management and welcome the opportunity to discuss any matters pertaining to the management of your property.

Kind Regards,
Your Property Manager

Shop 3/1 Maple Street, Maleny QLD 4552
P: 07 5494 2868 | F: 07 5494 2858



WWW.MPMRE.COM.AU



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My Property Management are the Hinterland's property specialists delivering enviable results for our highly-valued clients. Our business approach is a reflection of our dedicated team's daily philosophy, which can be summed up with the 6 Ps - Process, Pride, Passion, Properties, Proven and People.

6 Ps of MPM's Proven Pathway for Investors

■ Process

We offer a fully transparent and easy-to-understand service that benefits both the landlords and tenants - making sure everyone is on 'the same page' is a key aspect of our business. One of our key points of difference is we are constantly keeping up with the latest industry developments and legislation so landlords can be confident they are getting the most relevant advice and service to best manage their investments.

■ Pride

We take pride in our careers as property managers and have the real estate property experience required to run a successful property management business. We strive to stand out from the rest and guarantee to deliver results in a friendly, accessible and knowledgeable way.

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Passion

Our passion for property management translates in our performance, putting in 100 per cent with each client. When you contact our office, everyone is up to speed with our client's portfolios, so you will be assured someone will be able to competently assist at all times.

Properties

We are all property investors, so have a firsthand insight into what is required for good property management. The MPM Proven Pathway for Success incorporates a straightforward plan that shows you upfront what they provide. This includes ensuring we will always deliver on what is important for the client, for example a well looked after investment property ensures maximum investment returns.

Proven

Clients can be confident they are dealing with knowledgeable and highly trained professional property managers who have proven processes that deliver results. In the last 12 months, our rent role has doubled in size and all from client word of mouth!

People

Our team is made up of real people who have the utmost respect for our clients and we work hard to deliver results, while offering genuine customer service to provide a positive experience.





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What *You* have access to....

- We understand & excel in the management of your investment property.
- We use our knowledge to increase your income, reduce risk and enhance the value of your asset.
- We know that a well managed property attracts and keeps the best quality tenant.
- Our experience covers most sectors of the property market, from commercial, residential, holiday & storage sheds.
- We are also investors!!

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Our Fees....

- **Letting Fee**
 - First weeks rent (plus GST) per let
- **Rental Commission**
 - 8% (plus GST) of gross rental income
- **Administration Fee**
 - \$4.00 (plus GST) per month
- **End of Financial Year Statement**
 - \$33.00 (plus GST)
- **Lease Renewal**
 - \$25.00 (plus GST)
- **Advertising Fee**
 - \$50 (plus GST)





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What *You* get for your fees....

- Rental appraisal
- Marketing
 - www.realestate.com.au
 - Cabinet display
 - Detailed rental list including photographs
 - Advertising in local papers if needed
 - MPM website
 - Property signage if needed
 - Extensive office database
 - Social media
 - Open home inspections
- Property maintenance
- Access to reliable trades at the right price
- Bond management
- Quarterly Routine Inspections with a report
- Rent collection & dispersal with a monthly statement
- End of Financial Year Statement

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FAQ's

■ Property Manager to Property Ratio

- 1:100

■ Tenant Selection Process

- Reference checks with past property owners & real estate agents, employers & personal references
- 100 point ID check
- TICA (Default tenant history check)
- Current employment & financial stability
- Tenants care for your investment property as if it was their own.

■ Water Procedure

- Forward on all Water accounts.
- We invoice the tenant for the Water Usage only.
- They have 1 month to pay the invoice.
- This will be collected on your behalf and credited.

■ Smoke Alarms Procedure

- It is QLD law that all properties are to have compliant smoke alarms.
- They must be checked prior to a new Tenancy Agreement (Form 18a) being signed, including renewals.
- It is strongly recommended you employ the services of a third party to conduct testing & compliance checks.





Arrears Procedure

- 3 to 5 days overdue - an overdue reminder is sent.
- 8 days overdue - a Notice to Remedy Breach (Form 11) is delivered.
- 16 days overdue - a Notice to Leave (Form 12) is issued in consultation with you.
- When the Form 12 expires, an immediate application is made to QCAT (QLD Civil & Administration Tribunal) to obtain a Warrant of Possession to make them leave.



Maintenance Procedure

- All maintenance is required to be put in writing from the tenants.
- We will follow your maintenance instructions that you have stipulated in your Management Agreement (Form 20a).
- Emergency maintenance will be carried out in accordance to the Residential Tenancies Act.





Thank you
Your property manager

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