

**RE/MAX<sup>®</sup>**

# MANAGE YOUR INVESTMENTS WITH RE/MAX



# Why RE/MAX?

Whether you have just purchased your first investment property or are expanding an existing investment portfolio, securing capital growth and your financial future will be high on your list of priorities. Having already made astute investment choices, you will now be looking at additional strategies to guarantee ongoing return and capital growth. In the next few pages, you will see what to look for in a property management group and what sets our network of real estate professionals apart from the rest.

## Ensure your investment with the Real Estate Leaders

Established in 1973, RE/MAX now has a presence in over 100 countries and territories - no other real estate brand matches RE/MAX's global footprint.

As the most productive real estate network in the world, RE/MAX leverages first class tools, technology and resources to get your investment working for you.

In Australia, our property management professionals are amongst the best in the world. Our experienced network of Property Managers are trained to the highest industry standard ensuring they are across current legislation, technologies and local market insights.

The RE/MAX Australia network currently manages over 10,000 properties and counting. While we have tried and tested systems and processes in place, our commitment to personalised service means we will deliver a management solution that will suit your needs.

To help us understand your unique needs and goals, we have developed a checklist that will help us to deliver a solution that will work for you and your property.



110,000  
associates



7,000  
offices



100  
countries



Over 10,000  
Managements  
Nationally

## A Simplified Approach To Property Management

Owning an investment property is often associated with complex legislation, liability and risk. Our dedicated teams of property specialists aim to provide you with a simplified solution with a focus on securing capital growth and maximising income. In doing so, your property will reach its full market potential.

As an astute investor, you'll know that managing your property requires a clear-cut process to ensure maximum income and capital growth. We aim to first break down this process by defining each stage of the property management life-cycle. In doing so, we can hold ourselves accountable from the moment we appraise the property through to the property being sold.



Occupancy rate  
[XX]%



Average Tenancy  
Duration [XX]%



Tenants paying  
in advance  
[XX]%

# The Property Management Lifecycle:



# Managing Your Properties:

## 1. Careful and Timely Tenant Selection

While our team will be committed to promptly securing a tenant for your property, it is our goal to find the right tenant. Stringent selection criteria ensures we select tenants who will pay their rent on time and keep the property in great condition. Our aim is to keep you informed of applications throughout this process so you can be confident that your investment is in suitable hands.

## 2. Tenant Education

Educating our tenants is high upon our list of priorities as it is important they understand what expectations they should have of their property managers and of you as the owner. Prior to signing the tenancy agreement, we will sit down and discuss rental payment options, routine inspections, reporting maintenance jobs and general care of the property. This initial consultation is followed up with consistent communication over the course of the tenancy.

At this stage we will also provide a detailed Entry Condition Report which records the condition of the property and any inclusions (such as white goods) at the start of the tenancy. Any discrepancies noticed by the incoming tenant will be reported to you at this stage.

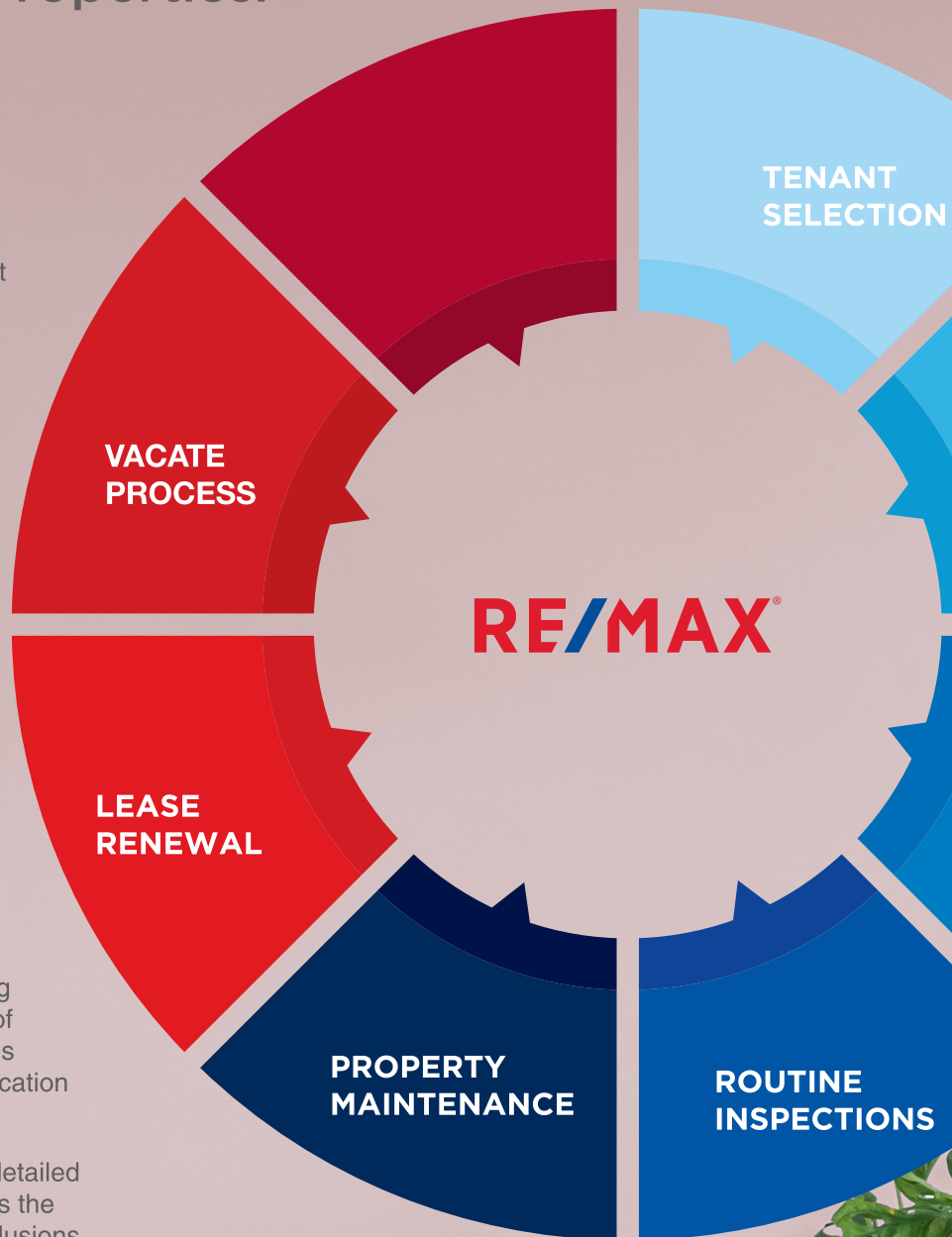
## 3. Rental Funds Paid in Advance

For many property investors, consistent cash flow is key in meeting mortgage commitments. Timely rental payments are therefore a crucial component of managing your property and in securing income. Having a clearly defined rental payment policy helps to clearly outline the rental amount, method of payment, time

of payments, grace periods and consequences for failure to pay rent on time.

## 4. Routine Inspections

Securing a tenant who maintains your property is just as important as one who pays rent on time. Routine inspections are important in adequately assessing the condition of the property. In doing so we can



protect the value of your investment and ensure the property is in the utmost condition for current and future tenants.

Through ongoing education and communication, tenants are required to report any minor repairs during the routine inspection rather than at irregular intervals. In grouping minor maintenance items together under the one maintenance job we can avoid multiple call-out fees for repairs and reduce the expense to our property owners.

## 5. Property Maintenance

Any maintenance items identified over the course of the tenancy will be communicated to you prior to action being taken. Maintenance items may include urgent repairs or precautionary measures and while our specialised team will provide recommendations, all repairs will be carried out in accordance with your instructions. To protect your investment and minimise incurred costs, our team will regularly assess the quality of work carried out by our approved tradespeople and the competitiveness of their pricing.

## 6. Lease Renewal

Prior to the end of the tenancy agreement, our team will conduct a comparative market analysis and provide a recommendation of what rent can be achieved over the next tenancy period. Any rental price increases and decreases will be explained to both you and the tenant. If the tenant has stated a preference to stay

they are provided with a renewal agreement well before the current agreement has come to an end. While every effort is made to reach an agreement, the property is re-offered to the market if the agreement is not renewed.

## 7. Vacate Process

Once the tenant has indicated their preference to vacate the property they are reminded of the vacate process as agreed to at the start of their tenancy. This ensures the tenant has time to return the property in the same condition as it was delivered to them and that their bond is dispersed appropriately.

## 8. Marketing

When marketing your property the goal is to ensure your property is let as quickly as possible, at the highest price possible to the best quality tenant possible in the current climate. Your property will be marketed on multiple websites, via social media and in brochure format plus with the use of a sophisticated prospective tenant database that ensures we are pro-active in locating your new tenants quickly.

TENANT  
EDUCATION

RENTAL  
FUNDS



# Protecting your Investment

While investment properties are a reliable and popular way to increase your wealth and put you on the road to financial freedom, the cost of owning your home can add up. Our dedicated team will strive to keep returns at a maximum by attracting reliable tenants and minimising vacancy; and we'll manage and maintain your property with the over goal of keeping expenses at a minimum.

Over the course of any tenancy, our team ensure the properties we manage are clean, safe and secure. Research indicates that tenants who have positive experiences often stay longer and are prepared to pay more for a

well maintained property. This helps avoid costly vacancies and provides you with great returns on you investment year after year.

Whether it be through urgent requests or routine inspections, our team of specialists will respond to all maintenance items in an appropriate and prompt manner to avoid major or unexpected expenditure down the line. We will alert you to any preventative measures or recommended renovations so that you may forecast and budget accordingly for such upgrades and ensure your investment property meets rental market demands.

## We hold the key to your success

Affiliating yourself with an experienced and results-focused property management group can add significant value to your investment and provide you with peace of mind. In aligning yourself with a company with seamless communication and processes and unquestionable market knowledge, you will be setting yourself up for financial success.

- Tried and tested methodology
- Professionalism
- Independent mediation
- Market Insight

- Access to up-to-date legislation and market knowledge
- Relationships with media, mortgage brokers, tradespeople, insurance providers
- Peace of mind
- Time savings





## A winning formula to secure your income

Property management is a systemised discipline that, when done well will deliver the results you are seeking. In order to do so, there are a few key questions you should be asking your property management company:

1. What is your occupancy rate?
2. What is your arrears rate?
3. How many tenancy enquiries do you receive each week?
4. How many tenant applications do you receive each week?
5. What is your average tenancy?

## Our Team

You and your property manager are in partnership, with the interests of you and your property paramount. We acknowledge that we are your eyes and ears in all matters relating to your investment. However, we manage more than just 'property'; we manage people, tenancy documentation, the tenancy relationship and relevant tenancy matters on your behalf.

Many financially savvy investors have been left in the dark when it came to finding tenants, dealing with day-to-day property issues or legal jargon. From fixing leaks to providing tax depreciation schedules, property investment can be complicated. A property manager acts as an intermediary between you and the tenant, and is trained in negotiating through tricky situations.

# Want to learn more?

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