



KPRE CORE BENEFITS



We stay on top of ongoing RTA and ATO legislative changes to ensure client compliance



Low vacancy rates due to high quality marketing, extensive databases and ability to show proeprties to prospective tenants instantly



Dedicated experienced property manager for total consistency in client communications



We offer Weekly, fortnightly or monthly disbursements



Properties under our management benefit from our expert market knowledge to maximise rental income

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Kangaroo Point Real Estate

Our company

Kangaroo Point Real Estate is an exclusive boutique agency situated in the heart of the Kangaroo Point Peninsula. Established in 1986 Kangaroo Point Real Estate has been family owned and operated for 30 years. At Kangaroo Point Real Estate we're experts in Property Sales and Property Management within the Kangaroo Point area, surrounding suburbs and inner city Brisbane. The success of our agency is linked directly to our client relationships and the pride our team has from being an integral part of the evolution of Kangaroo Point and surrounding suburbs, taking it from a sleepy town to a vibrant metropolis.

Offering an exclusive and personalised service is at the core of what we do, working hard to always give our clients a dependable and stress-free experience. With unmatched local knowledge, fostered relationships with residents and landlords and a trusted supplier list of local tradesmen, the team at Kangaroo Point Real Estate promises to not only strive for the best possible outcome but to exceed our client's expectations.

Our Kangaroo Point Real Estate Property Management Team

Kangaroo Point Real Estate property management is unlike any experience you have had in the past. Our promise to you is simple – to provide unrivalled service through effective communication, expert knowledge and a firm commitment to looking after your investment as it should be. Guaranteed. We have professionals who work in specific areas of our property management department to ensure you are working with people who are experts in their field. Our property management team are knowledgeable, committed, compliant and educated on the most up to date legislation. You can take comfort knowing you have the best team looking after your property.

We ensure hassle free property management. To make switching to us as simple as possible, we will organise everything from getting your authority to notifying your current agent, collecting documents and informing tenants. All we require is written authority to notify your existing agent.

About Property Management

Other than the purchase of your family home, the purchase of an investment property is one of the most major financial decisions you'll make, so choosing the right agent to manage your valued investment is crucial. At Kangaroo Point Real Estate, we understand how to achieve maximum return on your investment in any market while providing the reliable, stress-free management that our landlords demand. It's our job to handle every aspect of management of your property so that you don't need to give it a second thought. Here at Kangaroo Point Real Estate our rental properties are held in the same high regard as sales listings: with internal and external photography, copy writing, open house inspections, email alert to data base of registered potential tenants, Kangaroo Point Real Estate style signage, upload to all major websites and access to our internal professional marketing team.

We provide an array of services to best manage your valued investment including advertising, quality tenant selection processes, income collection and arrears, repairs and maintenance, inspections, customer care, accounting, attending tribunal hearings, rent reviews and sales appraisals.

Our Approach is Different

- >> An ongoing relationship with some owners that have lasted for over 15 years
- >> Experience in Short-Term Holiday Accommodation in a wide range of properties throughout Brisbane
- >> Excellent track record for managing houses and apartments for a range of both local and overseas clientele
- >> Scheduled Routine Inspections complete with photography on a regular basis
- Annual Sales appraisal for tax purposes or general interest
- >> Accessible and personal attention to owners and tenants through communication and feedback to increase service consistency.

- >> A high level of service by communicating with owners regarding building and maintenance issues to maximise rental return in investment properties
- We encourage our owners to conduct annual inspections with our Property Manager. We have a fast turnaround for maintenance matters by qualified tradespeople.
- >> Inspections conducted when prospective tenants can inspect, not just when the property manager has time
- A 'hands on' senior Property Manager who has worked in the industry for over 20 years with extensive knowledge of the Inner City Suburbs, along with a team of experienced professionals





Customer Service

Tenant Selection

Applications are very carefully screened to ensure our owner's investment properties have the best tenants possible. Our application process includes checks of the following:

- >> 100 Points of Identification
- >> Verification of current and previous rental history
- >> Verification of current and previous employment history and confirmation of income
- >> Verification of character references
- >> Formal references and credit checks with a national tenancy database (TICA) to confirm there are no previous defaults listed against the applicant (chages apply)
- >> Google search and social media

Owners will always be consulted once an application has been received and it will only be on their instruction that an application is accepted. The final decision is determined by the owner, however we are able to provide recommendations based on the information obtained through our tenancy processing.

Communication

Our company is highly committed to providing an excellent level of ministration to all of our clients. We are a relationship based company and believe in personalised services and open communication by speaking with our clients every step of the way.

Kangaroo Point Real Estate's policy is to always call back prospective tenants the same day or next business day and we ensure owners are kept up to date with all tenancy applications and how many people have attended inspections. All of our team members have phone lines connected to the office and personalised emails to make communication easier.

Policies and Procedures

Kangaroo Point Real Estate adheres to all policies and procedures, all of which are continually reviewed and assessed to ensure we are up to date with all relevant information and property management tools. We are open to new ideas from all of our team members and clients so that our ideas stay fresh and innovative to give the best possible service to both clients and prospective tenants.

Rent Processing and Accounting

Our company gives owners the choice of how often they receive their disbursements - whether it's monthly, fortnightly or weekly. The statement will show all expenses and income adhering to the investment property and will be sent via email. We also ensure a quick turn around time from when the tenant pays rent to when the funds are processed and our clients receive it. At the end of each financial year, an end of year financial statement showing all income and expenses is also sent to our clients.

Kangaroo Point Real Estate Marketing

Website

Our company website (kangaroopointrealestate.com.au) has been designed by our web developers to ensure that it is both technologically advanced and extremely easy to use. All properties for rent or for sale are displayed on our website with high-resolution photography and personalised descriptions.

Each property on our website contains our Property Manager's details, an enquiry button, and a map guide and street view of the property. This creates a smooth and straightforward process for our prospective tenants, and ensures our client's investments are rented quickly and efficiently.

Real Estate Portals

In order for rental properties to achieve the best possible exposure, we display the property on a number of websites: realestate.com.au, Domain, Homely, Rent.com.au, On The House, Homepage, iVisual, Homes.com.au, Irene and Rate My Agent. The largest number of rental enquiries are through REA, Domain, Homeley and Rent.com.au. Therefore, we only charge our owners to advertise their properties on REA and Domain, the rest are complimentary.





realestate.com.au

Realestate.com.au is Australia's No.1 property site for real estate. Find the latest homes for sale and rent as well as property news & real estate market data. Realestate.com.au attracts over 5.9 million viewers each month.



homely.com.au

The only Real Estate Portal that includes Suburb & Street Reviews by Locals! Your dream property is waiting & the keys are ready to be yours. Take a peek! 2017 Webby honouree. Real street reviews. New listing alerts. Buy or Rent. No ads, just property. 300K+ listings.



domain.com.au

Domain Group is one of Australia's leading multiplatform property destinations. Property marketing solutions for residential, commercial and rural properties.



rent.com.au

Finding your next home with Australia's no 1 site dedicated to rental properties has never been easier. With access to thousands of listings of every kind across Australia, as well as useful tools and resources you won't find elsewhere, you'll be ready to move in no time.

Proactive Tenant Networking

Our Property Management team has an excellent track record of getting our client's properties leased quickly and efficiently – allowing for minimal vacancy in between tenants.

Our integrated database has been collated over years of relationship building, with past tenants returning to rent through us. We also have potential tenants calling, emailing and visiting our office enquiring about properties that are currently for rent - there is always an abundance of people looking to rent in Kangaroo Point and Inner City Brisbane.

To make this process smoother, we attend both Open and Private inspections throughout the week and on Saturday's, as per people's enquiries. By allowing flexibility for our tenants and working hard to please our owners, we promise excellent results and personalised services.

At Kangaroo Point Real Estate, we understand the importance of easily booking inspections and open communication. We work with REX – a specialised, agent branded booking system that allows for automatic booking of inspections and online inquiries through rental websites. We are also provided with live data on the listings and can see how many views the property has achieved, how many have people have saved the property through rental sites and how many phone calls and emails we've received.

Business Development/Leasing Managers

We receive approximately 100 enquiries for properties per week, depending on the amount of available property. In order to maximise exposure to our client's home and investment properties, our Leasing Manager is dedicated to responding to each and every enquiry and organising inspections as per suits prospective tenants. Our Business Development Manager is also there to liaise with owners and make sure that our client's property is receiving the attention it deserves.

Email Marketing and Newsletters

Every week our database of tenants, owners and people who have previously enquired on a property, are emailed the Kangaroo Point Real Estate Newsletter. This system directly advertises all of our rental properties, any open home times and gives information to owners who are considering renting their property through us.

Additionally, when prospective tenants contact our office and we have nothing currently available for them - we take down their name, number, email and what kind of property the're looking for (price, bed, bath, car, location) and store it in our system. As soon as a new property goes online through our systems, it instantly triggers a match and will send out an email specifically to those looking for a similar property.

Our fresh, modern format has been personally created to ensure it's easily viewed whilst showcasing our client's property to encourage immediate enquiries.

Social Media

Marketing properties via social media platforms allows for a larger reach for a more targeted audience. These platforms are now able to target specific demographics and locations, allowing for more exposure and more opportunities to get our clients properties leased even faster.

Kangaroo Point Real Estate encourages our followers on social media to engage with us through the platform, and this adds just another way to open communication with prospective tenants.





Kangaroo Point Real Estate Management

Property Manager

Our dedicated Property Manager is the main point of contact for our clients once their property has been successfully leased. Our Property Manager is dedicated to providing excellent service with ongoing and open communication. There will always be recommendations and advice regarding our client's properties. It is vital to us that our owners are kept informed about their property and how it is being managed.

Ingoing Inspections

Once a property has been leased, our property manager completes a thorough written and photographed Entry Condition Report. This is done prior to the tenants moving in and takes note of everything inside the property. This is then given to the tenants who can add their own notes. This ensures the protection of our owner's property and allows for a full bond refund or a partial bond refund (if there are changes beyond expected fair wear and tear compared to the start as per the Entry Condition Report).

Regular Inspections

Throughout the tenancy, we conduct regular Routine Inspections. The first Routine Inspection is done 2-3 months after the tenant has moved in, and then every 6 months after this. This is done to ensure that the tenant is maintaining the property and we are able to fix any issues quickly and efficiently.

Maintenance

When Entry Notices are issued to our tenants in preparation for a Routine Inspection, we provide a maintenance request form to give the tenants the opportunity to let us know of any issues. These are always promptly organised by the Property Manager with the owner's expenses kept in mind. Some maintenance is deemed 'urgent' and requires it to be fixed on the same day - we have qualified tradespeople who can action this immediately.

Arrears Control

Arrears are carefully monitored on a daily basis. Our Property Manager has a specialised program called SimpleRent which is a personalised platform that our tenants pay their rent through. SimpleRent allows our tenants to see when payments are due, how much they have paid so far and if they are in arrears. If a tenant is 3 days in arrears the program will let them know and our Property Manager will personally SMS.

Once a tenant is in arrears for 7 days, a Form 11 (Notice to Remedy Breach) is issued as per current legislation compliance. We have experience in evicting tenants if there are further issues, but we use open communication to rectify any issues before it gets to this.

Lease Renewals

Our tenants are always contacted 2 months prior to their lease expiring in order to determine if they would like to renew their lease or vacate the property. If they choose to vacate then we will begin holding Open Inspection 3-4 weeks prior to them moving out. Our owner's will also always be informed prior to lease expiry in case they would like to decrease their rent, sell their property or remove the current tenants. We will never proceed with a lease renewal without owner instruction.

Rental Reviews

Annual rental reviews are conducted on all of our owner's properties in order to ensure that the property rent is consistent with the current market. This is to ensure our owners are always up to date with market conditions.

Experience

Our Property Manager's have over 20+ years experience leasing and managing properties in Kangaroo Point and Inner City Brisbane. Our office has extensive knowledge of the Residential Tenancies Act, the Residential Tenancies Bond Authority and all other current and relevant legislation. At Kangaroo Point Real Estate, we are motivated, driven and consistently striving to be innovated and fresh.

Outgoing Inspection

Once a tenant vacates a property, an Exit Condition Report is conducted. This is compared to the Entry Condition Report completed at the beginning of the tenancy. There is an expectation that the tenant leaves the property in the same condition from when they moved in. If there are any changes, the owner will be notified immediately and if need be – money can be taken from the bond with the agreement of tenant and owner.



What You Can Expect From Us

Leasing

- >> Professional photography
- >> Proactive and targeted marketing to prospective tenants
- >> Private Inspections as per individual enquiries as well as Open Inspections on Saturday
- Regular property and market updates on the leasing progress
- >> Quality and rigorous assessment of any tenancy applications
- >> Up to date tenancy agreements as per current legislation
- >> Extremely thorough Inspections for prospective tenants
- >> Collection of Bond and Bond Lodgement through the RTA
- >> Collection of two week rent in advance within 24 hours of signing a Lease Agreement
- >> Tenants are given the Residential Tenancy Authority Handbook as well as copies of Bond Lodgement and Tenancy Agreement
- >> Tenants must sign and date key collection
- Assistance is given to tenants where needed in relation to utility connection

Frequently Asked Questions

How can I guarantee that my property will be well looked after?

Every Tenancy Application on all of our properties are very carefully screened - we have high expectations from the beginning. Our experienced Leasing Agent will carefully go through the application to ensure they have no prior negative rental history and they earn sufficient income to pay the rent. The property is also routinely checked by our agents to ensure all maintenance is up to date. If there are any issues, our owners are informed immediately.

How Can I prepare myself for tenancy?

In order to rent our owner's properties quickly and efficiently we do expect the property to remain in good condition throughout the leasing process. We can assist our owners through this by

Managing

- >> Daily and weekly arrears control
- >> Arrangement of maintenance and consistent monitoring
- >> Regular inspections complete with written detail and photography
- >> Recommendations for rental price based on the current market
- >> Recommendations on maintenance or refurbishments within the property that could potentially add value
- >> Prompt rental disbursements, as frequently as the owner requests
- >> Detailed statement of income and expenditure
- >> Timely advice of rental reviews and updates as per current legislation
- Open and consistent communication with both owner and tenant to ensure any issues that have arisen are dealt with.
- Professional advice regarding lease expires and any recommendations.
- >> Annual sales Appraisal

recommending any maintenance or works. Our agency also excels at organising all marketing - inclusive of Professional Photography and a For Lease signboard (where the building will allow it).

What If I want to sell my property?

Properties are generally easier to sell if they are vacant and without tenants, however this is completely up to the owner and our agency is more than happy to sell a property whilst tenanted. We have a dedicated sales team with leading professionals that have been in the industry for over 25 years. We will be able to seamlessly market the property and can give our tenants all legislation pertaining to the sale of the property so they are kept happy if they choose to stay. Working with the tenant throughout the sale ensures a smoother process for everyone.



Reach. Relationships. Results.

People



Our team has over 100 years combined experienced.



Non-franchised boutique agency in central prestigious area.



A leading reputation in the Inner City Market.

Market Share



Servicing all Inner City Areas.

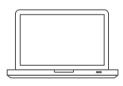


High brand awareness = ideal destination brand for premium properties.



Fully integrated owner database.

Communication Channels



A brand new website showcasing the latest in digital technology.



Over 20,000 email communications sent to our database each month.



Close working relationships with relocation agencies.



Kangaroo Point Real Estate
Office Location



