

PROPERTY MANAGEMENT INFORMATION PACK



adams&jones
PRESTIGE COLLECTION

LOCAL. RELIABLE. UNDERSTANDING. →





WELCOME TO TK. PROPERTY

Incorporating Adams & Jones Property and Blue Moon Property, Emerald and Maryborough.

Our mission is simple: To go *above and beyond* great service.

PROPERTY MANAGEMENT



PROPERTY MANAGEMENT

Presenting and promoting your property, and most importantly, finding you the right tenant

We appreciate that with an investment property any vacancy period is costing you money, which is why here at TK Property every effort is made to ensure your property is let for the best possible price in the shortest possible time. Our marketing and structure helps immensely with enabling us to achieve this for you.

Internet marketing

This is by far the largest marketing tool available to us, and is very effective. We will list your property on a number of fantastic property websites, including realestate.com.au.

These property search engines deliver to over one million Qld property seekers to listings each month. The most important part of internet marketing of property is the photographs. Research shows that the more photographs you show of a property the more enquiries you get. We will always use as many photographs as possible and ensure they promote your property in the best way possible.

ENTRY CONDITION REPORT



Our property management fees and services

- 6.6% inc GST management fee including our "best rate guarantee"
- \$5.50pw Inspection Fee
- 1 weeks rent + GST on new tenants first rent payment
- No lease renewal fee, no admin fees, no end of financial year fees
- No hidden costs on trade services, repairs and maintenance
- T.I.C.A background, history checks & social media stalking for all tenant applications
- Regular & thorough routine property inspections
- Open communication and outstanding customer service



ENTRY CONDITION REPORT

Getting things right before moving day

Prior to the tenancy commencing, we will have carried out a thorough Entry Condition Report for your property. This comprises of a detailed written account of the fixtures and fittings and their current condition, paying particular attention to cleanliness and any damages.

The written report is supported by a large number of digital photographs. It is vital these reports are detailed and thorough as they provide the base we have to work off to ensure the tenants look after your property and keep it in the same condition, of course allowing for 'fair wear and tear'.

These reports also provide the evidence we require should we need to claim any money from the tenants at the end of their tenancy. It is important to remember that the condition the tenant takes the property in is the condition they must return it in.

Therefore it is necessary to start with the property in good order to maintain a high standard and attract a quality tenant. We will always advise you if there are any necessary maintenance issues that should be attended to.

Our property management first class service

Prior to your tenants moving in we will collect a bond from them (equivalent of 4 weeks rent) plus 2 weeks rent in advance. We then pay the bond to and register it with the Residential Tenancies Authority (RTA) on your behalf, dealing with all the required legal documentation that goes with this.

ROUTINE INSPECTIONS



ROUTINE INSPECTIONS

We keep a close eye on your property

It is our policy to inspect your property 6 weeks after the tenancy commences and every three to four months thereafter. Legislation does not allow for routine inspections to be carried out more frequently than every three months.

The purpose of these inspections is to ensure the tenants are taking good care of your property and also to look for any unreported maintenance problems there may be. Regular inspections are paramount to manage your property effectively and ensure the quality of your tenants remains high.

We are thorough during these inspections and take photographs while we are there to support anything we are noting. Should you reside interstate or overseas, we are more than happy, upon specific request, to take general photographs of the property while we are on these inspections so you can monitor the condition of your property from afar!

We have recently purchased a 360 degree camera that allows us to take a full 360 picture of each room in your property so you can easily scroll around the room when viewing the report. The benefit of this new tech is that you will get a far better sense from these pictures of how your tenants live in your property. You can zoom in on the pictures and more than ever before and get a real sense of the room and how it appears to us when we inspect it.

Following our inspection you will receive a written inspection report detailing the manner in which the tenant is caring for your property and its general condition (including recommendations for present and future maintenance).



PROTECTING YOUR INTERESTS

Zero tolerance on rental arrears

Through our strict tenant selection procedures, we are pleased to say that our percentage of tenants in arrears is always very minimal.

However, should a tenant fall into arrears, we follow the guidelines of the Residential Tenancies Authority as set out below. Allowance must be made, if posting, for public holidays and weekends when serving notices. We would normally hand deliver these notices.

To help avoid getting to this stage we will always send a courteous reminder via SMS to the tenants on Day 3 and then phone them on Day 4.

During this entire rent arrears process we communicate with you and the tenant to help resolve the problem as quick as possible.

- Day 8 Notice to Remedy Breach is issued to tenant
- Day 16 Notice to leave is issued to tenant
- Day 24 Tenant to vacate and Bond claimed to cover rental arrears

Our property management first class service

We Recommend Landlord Protection Insurance

Insurance is important to cover you in the rare event that you experience loss of rent or any damage is done to your property. We recommend getting a quote from your current home insurer to compare with the prices we have from AON and Terri Sheer who specialise in Landlord Insurance.

KEEPING WITHIN THE RULES



KEEPING WITHIN THE RULES

Legislation and paperwork that is required

One of the most complex areas of property management is the legislation and paperwork that is required under the New Residential Tenancies and Rooming Accommodation Act that came into operation on the 3rd April 1995 and was last updated June 2024.

It is also vital to ensure guidelines and rules from other relevant acts, such as the Property Occupations Act 2014, the Privacy Act, the Anti-Discrimination Act and Trade Practices Act are strictly adhered to.

All these acts provide for large penalties to be imposed on landlords and agents who do not comply with the provisions of the legislation, its documentation and time restraints. This is why it is imperative to entrust your property to an agent who is fully licensed with staff who are well-trained in all facets of property management, in particular the legislation.

FREE APPRAISALS →

Our property management first class service

As your Investment Property
Advisors we will:

- **Prepare and have signed a Residential Tenancy Agreement**
- **Collect a bond equivalent to four weeks rent**
- **Lodge the bond with Residential Tenancies Authority (RTA)**
- **Complete a comprehensive Entry Condition Report**
- **Issue tenants with all notices in accordance with the acts**



FREE APPRAISALS

Discover the real value of your home with a free property appraisal

Why choose us?

What will we assess in your free appraisal?

We want to work alongside you from the beginning right to the end.

Property size

A full assessment of your property (including the size and condition of the property, key selling features, number of bedrooms and bathrooms).

We offer FREE appraisals to help you decide whether the time is right for you to sell, or for a second opinion, or just to see how your property compares in the current market.

Location

An assessment of your property's location, its proximity to local attractions, nearby amenities and potential buyer appeal.

One of our key strengths is that we are a boutique agency so we are able to customize every strategy to suit your needs, special requirements, budget and timeline. We understand that every client is unique, every home is unique and the market is constantly changing, so we aim to tailor each program to make the most of the current market.

Market Conditions

An analysis of current market trends and the performance of similar properties that have recently sold in the area.

Our agents use industry best practices, the latest technology and proven strategies to ensure you achieve the best results on the sale of your property.

USEFUL ONLINE LINKS

Thank you for considering our company to manage your property

We have included the following links to a number of very informative websites that are easily accessible and include handy fact sheets.

Frequently Asked Questions:

<https://www.rta.qld.gov.au/forms-resources/rental-law-changes/ongoing-rental-law-changes/frequently-asked-questions>

Before Renting:

<https://www.rta.qld.gov.au/before-renting>

Ending a Tenancy Agreement:

<https://www.rta.qld.gov.au/ending-a-tenancy>

General Tenancy Agreements:

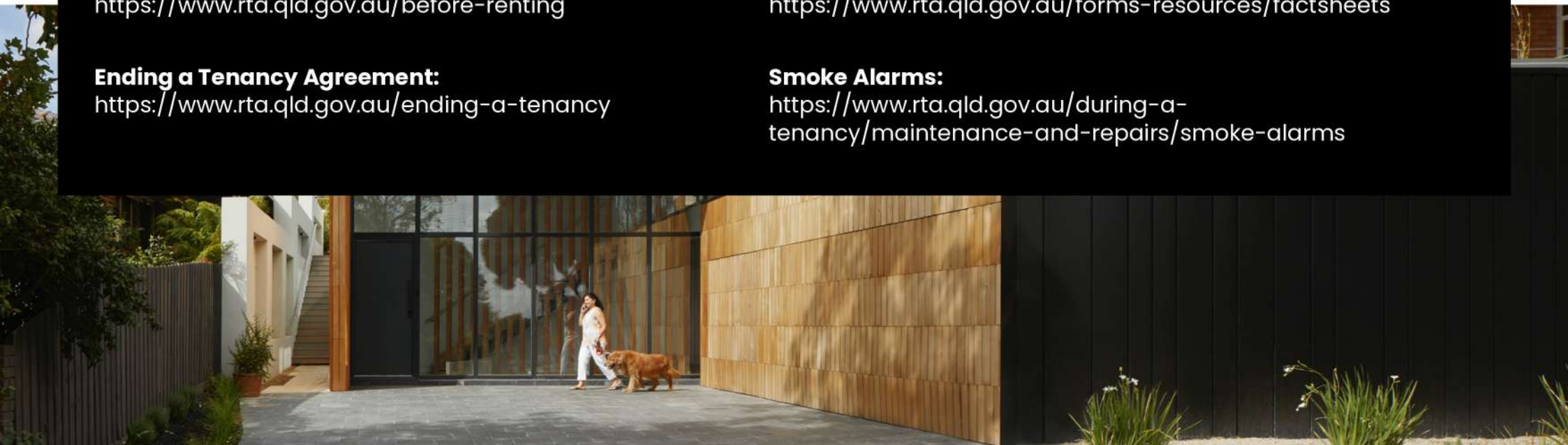
<https://www.rta.qld.gov.au/forms-resources/forms/forms-for-general-tenancies/general-tenancy-agreement-form-18a>

Factsheets:

<https://www.rta.qld.gov.au/forms-resources/factsheets>

Smoke Alarms:

<https://www.rta.qld.gov.au/during-a-tenancy/maintenance-and-repairs/smoke-alarms>



THANK YOU

Blue Moon TK property are the preferred rental agents on the Sunshine Coast for the Public Trustee of QLD



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