

Professional, Practical and Personable

# Property Management

“.... thank you for always being forthcoming and honest.”

“Service from you guys has been great .... I like that you know who I am when I call!”



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## Spontaneous messages from Owners and Tenants

- I would like to thank you for the service that Anreps has provided and for always being forthcoming and honest. This is the reason behind informing you of our intentions to vacate with as much notice as possible.

And on a personal note you are by far the best real estate agent that I've had the pleasure of dealing with. Thanks for all your help.

Stuart W June 2016

- *A quick email to say thank you for all your help with getting Sara & I set up in the apartment. It was really good to deal with someone who actually cared about our plans and went out of their way to give advice, especially since we were new to the renting escapade.*

*Matt T June 2016*

- Service from you guys has been great and I am very satisfied with both your attention to detail and the personal nature of the service, ie you know who I am when I call!

Geoff Z 2016

- *Thanks so much for your excellent assistance and patience – it seems to be a rare thing in the real estate business!!*

*Katherine & Tarryn Dec 2014*

- You have done a brilliant job of selecting tenants for us over the years. Hope you manage a relaxing break over Christmas.

Pam and Daryl, Dec 2014

- *Please send the new authority for execution you provide excellent service and have a wonderful attitude to things.*

*Brian Dec 2014*

- You're good agent and you manage my property well, so I refer you to my friend. Please look after him!! Thank you

Edward Sept 2014

- *I want to thank ANREPS for the professional and most importantly, friendly relationship maintained during our tenancy.*

*Cormac Jan 2015*

- Yes, I confirm that I will drop of the keys late afternoon on the 24<sup>th</sup> and fly out in the morning of the 25<sup>th</sup> of February. Thank you for all your great help!

Torben, Feb 2014

## Property Management is People Management

It's a fact, and as property managers we want the best tenant 'fit' for your property that we can find to achieve the best outcome for you and for your tenant..

You may have thought about the kind of person you would like to live in your house. We'll talk to you about the people that apply, we'll check their employment, their references, where they have lived before and you'll be part of the decision making if you want to be.

Most tenants are looking for a place to call home and a well-maintained property attracts the best ones. Keeping it maintained means less overall cost for you and good tenants are much more likely to stay on when they know you care. Moreover you will enjoy a better rental return and minimise the risk of vacant periods with no income.

Our goal is a three-way harmonious relationship - a well maintained property, a reliable, happy tenant who pays promptly, looks after the house and stays!

Yours sincerely



Dorothy Lowrey  
Property Manager / Licensee

## Who we are

**ANREPS** is a family business offering a range of residential real estate services from Private sales to Property Management. We have an interesting history – if you care to read about it please visit our website <http://anreps.com.au/about-us>. You may be in for a surprise.

We have operated from our office in Como for over 25 years. Throughout this long time we have introduced new and innovative services all with the aim of empowering people in their dealings with real estate agents, buyers or anyone that might have an interest in acquiring property.

In life, people and businesses that own the goods another desires generally hold the power. Home owners believe absolutely that they hold the power – unfortunately this is less and less true as more and more information is readily available to buyers and also to tenants. Now it is essential for Sellers to learn how to retain their power so as to achieve the best price possible and for Landlords to understand what they must do to secure and hold good tenants and maximize the return on their investment.

Our Property Management Service is traditional. We believe a rented property should be managed entirely by one party – either a licensed Property Manager or by the owner. Half measures don't usually work. Full attention and prompt action are needed for the myriad of issues that can arise often when least expected. We believe this is what we provide and offer our guarantee :-

### 100% Satisfaction Guarantee

We believe our service is second to none and provide a 100% satisfaction guarantee to our clients.

If for any reason, during the first three months of the management agreement, we are not meeting your expectations, you are free to cancel.

Our management authority and your management fees\* will be refunded to you.

\*Management fees exclude ancillary expenses such as, leasing fees, Property Condition Reports and inventory reports that are outsourced

If we have not already met, *let's get together* – we'll be delighted to answer your questions and provide a rent appraisal. If you're not ready to lease your property just yet but just want to chat and get to know us a little better, that's OK too.

You can email us – [dorothy@anreps.com.au](mailto:dorothy@anreps.com.au)  
or [sean@anreps.com.au](mailto:sean@anreps.com.au)

or call the office on **08 9450 3398** for an appointment.

## What we do

We are pleased to offer Property Management services outlined in this booklet and assure you of the highest level of expertise and professionalism at all times.

- **Advertising and response** - first rate exposure for your rental property on major websites such as [reiwa.com.au](http://reiwa.com.au); [realestate.com.au](http://realestate.com.au); [domain.com.au](http://domain.com.au); [rent.com.au](http://rent.com.au) plus [anreps.com.au](http://anreps.com.au) and [others](#). Street signage is important to capture prospective tenants who may be looking at property in the area however newspaper advertising is rarely used and only when a slow market demands it. We are available 6 days a week and after hours to show your property and secure the best Tenant for you.
- **Applicant screening and verification** - our priority is to find the best tenant for your property to safeguard your investment and ensure peace of mind for all concerned (including ourselves!) We access National Tenancy Databases which will reveal tenants who have court orders for damage or non payment of rent lodged against them. Prospective Tenants are advised of this when they apply.
- **Document preparation** - we use the standard REIWA Residential Lease Agreement, Strata By-Laws where applicable, and any special conditions you may wish to include.
- **Property condition reports** including photography and inventory, where applicable, at the commencement of the Tenancy Agreement and also at its conclusion as required by the Residential Tenancies Act.

The Department of Commerce requires Property Condition Reports be presented in a 'Prescribed Format' this important document is outsourced to a specialist in this field. There is an up-front 'at cost' charge for this essential service. We do personally check the report before handing it to the Tenant for cross checking. You will receive a copy.

- **Rent collection and account payment** on your behalf are part of our daily tasks. the software we use provides a portal and unique login for every owner so you can look in to your account at any time to see what rent has been paid, check on quotes your property manager has sourced and find out when inspections are scheduled.
- **End of month statements** of your income and expenses are processed on the first business day of the new month to ensure that all payments made on the last day of the statement month are accounted for.

Summary statements are provided at the end of the financial year at no additional cost.

- **Routine inspections** up to 4 per year (maximum permitted) unless re-inspection is required
- **Fair and courteous** dealing with all parties – we aim for harmony – a happy Tenant is more likely to be a long term Tenant, which is the best outcome for you!

## Fees

### Management Fee (regular service)

8.8% inclusive of GST. The management fee includes the following:

- Execution of all required paperwork
- Preparing and sending your Monthly Statements
- Collecting and receipting rent and accounts payment\* as required
- Responding to all tenant enquiries, requests, emergency calls after hours
- Key security – no addresses are kept on or near keys
- Following up any rent arrears and issuing notices of breach when necessary. When a routine inspection has been unsatisfactory, re-inspections are carried out at no additional cost
- Organising maintenance and arranging quotes\* for repairs as necessary

\*Note: Free quotes have become a rarity, most tradespeople charge a call-out fee. Even when they say they don't, an equivalent amount may be added to the account to cover their time and costs incurred in visiting the property. To avoid this potential extra cost, we will, where practicable take photographs of the problem and email them to the selected tradesperson with a detailed description. We will liaise with you before proceeding, unless there is an emergency with no time to contact you. We will do our best to ensure the extent of the repair does not go beyond what is required.

### Leasing Fee

Equivalent to 2 week's rent (inc gst)

This fee includes the following duties:

- Photography, advertising preparation and uploading to websites
- Showing premises, including "Home Opens" as necessary after hours and/or Saturday and responding to enquiries
- Interviewing potential tenants
- Processing tenant applications, including reference checking
- Execution of Tenancy Agreement
- Collecting, receipting and lodgement of bond monies and stamp duty

We provide potential tenants with a detailed "Application for Tenancy" form. This requires them to provide a 100 point confirmation of Identity, we check employers for salary confirmation, integrity and general work ethic; previous rental records via Landlords or other real estate professionals and national tenancy databases.

**Property Condition Reports – Initial** (At Cost- depends on the size of the property and whether furnished or unfurnished)

An initial inspection is carried out, and a detailed report prepared before the signing of a Tenancy Agreement. It is a requirement under the Residential Tenancies Act that such a report be provided to the Tenant at the beginning and end of a Tenancy.

Since July 1<sup>st</sup> 2013 the report must be in a prescribed format. Because of this, the time consuming nature of the process and the need to provide it to the Tenant within a maximum of 7 days of the lease commencement, we outsource this work to a specialist in the field. It is then checked for accuracy before handing it to the Tenant.

Digital photographs are taken to support the written document, which are also available to you, the Lessor (Owner), and to the Tenant if required. Where the property is furnished and an inventory is required, additional charges will apply and will be quoted on an individual basis.

### **Periodic (Routine) Inspections**

During the term of a tenancy, periodic inspections are carried out six weeks into the tenancy, then every three months. At periodic inspections we document any areas that require attention and/or improvement and notify the tenant in writing of any items that they are responsible for.

We will provide you with a written report for each inspection carried out and bring to your attention any maintenance issues. If the Property is not being maintained to a satisfactory standard and a re-inspection is necessary, there will be no charge.

### **Final Bond Inspection & PCR update**

At the end of the tenant’s lease a final bond inspection is carried out against the Property Condition Report to determine any areas that need attention before the Tenant’s bond is released. A final Property Condition Report must also be provided to the outgoing Tenant.

### **Advertising**

Our advertising programme provides excellent exposure for your rental property. The best response comes from internet advertising on major websites and newspapers are rarely used – if necessary then of course we will use newspapers

- Internet advertising including photography.....\$111.00
- Rental lists in hard copy or electronic form (eg. via email) No charge
- Advertising in appropriate publications if required (eg. The West Australian).....At cost
- “To Let” signage as appropriate and only if required.....No Charge
- “Open for Inspection” conducted when required.....No charge

## Sundry

Postage for forwarding of re-addressed mail (to Owners) may be charged at cost otherwise no charge

Annual Summary Statement - No charge

Administration fees - No charge

## Other costs and information

### Tenant Bond and Rent

At the commencement of a tenancy agreement, Tenants are required to pay the following:

- Advance Rent ..... Totalling two weeks rent\*
- Security Bond ..... Equivalent to four weeks rent
- Pet Bond (if applicable) ..... \$260.00

\*Please note we prefer to not accept offers of several months' payment in advance as rent. There is a risk of an unforeseen change in your circumstance (or the Tenants') which could mean the funds would have to be repaid).

## Discrimination

A tenancy agreement may not be refused on the grounds that children would be occupying the premises or because of sex, race, religion or disability. The same laws apply as in normal anti-discrimination legislation.

## Landlord Protection Insurance (Strongly recommended)

The option of Landlord Protection Insurance is available to cover the following:

- Loss of rent
- Tenant default
- Malicious damage by tenants
- Public liability

For further information on Landlord Protection Insurance, or to take out this cover, please contact our office. We strongly recommend you compare the cover offered, there is a considerable variation in policies from different companies.



## We recommend

Annual checks of smoke alarms and Residual Current Devices by a licensed electrician.

RCDs regularly fail. We have learnt that pressing the 'test' button is insufficient to determine the device is in good working order. The switch will flip when the test button is pressed regardless of whether or not the device is working as it should. A failed RCD offers the tenant no protection whatsoever against a faulty electrical appliance.



Similarly, pressing the test button on a smoke alarm is only an indication that the device is capable of making a noise. It does not mean that the device will automatically sound when there is a fire. All smoke alarms have a life span of 10 years regardless of whether they are hard-wired or not. Smoke alarms sold off the shelf may already be several years old, an expiry date or date of manufacture should be evident inside the device.



For a relatively small fee your smoke alarms and RCDs can be checked by a licensed electrician. There are a number of companies that offer an annual service checking the functionality of these devices and replacing faulty ones. For peace of mind, and minimising risk and liability it's well worth engaging one.

## Residential Tenancies Act

The purpose of the Act is to protect the right of owners and tenants. We have included some sections of the Act below.

**Please note:** A new Residential Tenancies Act came into effect on July 1<sup>st</sup> 2013. We will advise you of statutory changes that may affect you and/or your tenant/s. Some new regulations\* have been brought to our attention and are included below.

## Issues That May Affect You

### Rent

During the first two weeks of a tenancy agreement, tenants are not required to pay more than two weeks' rent in advance, nor are we permitted to ask for more than this. Tenants may pay rent monthly beyond the first two weeks if they choose to do so, we are not allowed to demand that they do.

In a Fixed Term Agreement, rent may not be increased earlier than six months from the commencement date of the Agreement and only when a rent review clause is specifically provided for in the Agreement and the amount of increase is incorporated into Agreement at the outset.

### Lease Renewal with a rent increase\*

When a Fixed Term Lease is renewed and there is to be a rent increase, the first 30 days of the new lease must be at the same weekly rent as the previous lease. In other words the increase is not payable until a minimum of 30 days of the new lease has elapsed.

In a Periodic Tenancy agreement rent may be increased by giving the tenant at least SIXTY (60) days notice however, a period of at least six months must elapse between rental increases.

## Security Bonds

A security Bond equivalent to 4 weeks rent is paid by the tenant and held until the end of the tenancy when it is either released to the tenant following a final 'Bond Inspection' or used (wholly or in part) to pay for the repair of damages caused by the tenant, to replace missing items (eg light globes) or to pay for water use.

Bonds may not exceed four weeks rent except in the event of the owner having occupied the property in the 3 months immediately prior, in this case we would seek instruction from the owner.

All security bonds are to be paid to the Bond Administrator, which is administered by the Department of Commerce.

Where pets (specifically cats and dogs) are permitted in rental accommodation, tenants may be required to pay an additional bond of \$260.00 which may be used only for fumigation purposes if necessary at the end of the Tenancy.

**Bond return** – it has been known for a Tenant to expect the bond returned to them in cash on the final day of their lease. This is not possible – a) we do not hold the bond b) there may be deductions for water use, cleaning etc. The Bond Administrator must confirm the tenants email addresses and phone numbers before the bond can be disbursed. It may take 7-10 days for the Tenant to receive their bond back. We do give them fair warning as we know this delay can cause some angst.

### **Notice by Owner/Tenant – Fixed Term/Periodic leases – The Difference**

Under a Fixed Term Agreement, regardless of the Expiry Date on the Lease, the Tenant must be given 30 days written notice to vacate the premises. If such written notice is not given, the Tenant need not vacate the property until 30 days' notice has been received.

**A Fixed Term Agreement** cannot be terminated unless specific provision for such a notice is included in the agreement or there is mutual agreement to end the lease. In the case of a tenant who wishes to terminate the agreement prior to the end of the nominated period, the tenant is responsible for all costs involved in sourcing a new Tenant

**Periodic Tenancy Agreement** - the tenant may terminate the agreement, without specifying any reason, by giving a minimum of 21 days notice. An owner must give the tenant 60 days notice to vacate, without reason. Should the property be sold, the period of notice required is 30 days from the date the sale contract becomes unconditional.

Should a tenant fail to vacate a rental property on the day specified in the notice or termination, the owner or their agent may within 30 days thereafter make application to the Local Court for an order of vacant possession.

### **Owner's Responsibility**

**Damage and cleanliness** – Owners are responsible for providing the premises in a clean, and water-proof condition at the commencement of the agreement and for maintaining them in a safe and sound state of repair, compliant with regulations and all essential services working.

Smoke alarms must now be hard wired in all rental properties. As of August 2009 all properties must have at least two Residual Current Devices (safety switches) installed in the meterbox.

It is also recommended that chords attached to window treatments be secured to the adjacent wall or window frame to avoid children becoming accidentally entangled in them

\*Under the new Residential Tenancies Act we are aware that minimum security requirements must be attended to within the 2 year compliance period (now expired). We will advise if your property is not compliant

### Locks

Owners must provide and maintain whatever locks or other devices that might be necessary to ensure that the rental premises are reasonably secure\*. There have been cases sighted where owners were responsible for loss suffered by a tenant in the event of a break-in where deadlocks or deadlatches, etc. were not fitted.

\*A minimum level of security is required including deadlocks or deadlatches on external doors or fully functioning security doors and windows must have a latch to prevent opening from outside where there are no security screens

### Right of Entry

Some Owners like to do their own repairs or maintain gardens at their rental property. If you are such an Owner, please be aware that you (or your Agent) may only enter the premises under the following circumstances:

- With the consent of the tenant at, or immediately before, the time of entry
- For the purpose of effecting or inspecting repairs, at a reasonable hour and after 72 hours notice.
- In the case of an emergency.
- For the purpose of inspection, at a reasonable hour, and with seven to fourteen days notice.

You must not go to the property whenever you like for any reason without the Tenant's consent or without appropriate notice.

## Inspections, Maintenance and Maximising your investment

Routine inspections have more than a single purpose –

1. **Tenant obligations check** – firstly we want to ensure tenants are fulfilling their obligations under the lease e.g. maintaining cleanliness, attending to gardens, reporting maintenance issues etc



2. **Maintenance check** - more important is our role in monitoring the overall condition of the property so that seemingly minor maintenance issues are not left to develop into major costly problems. It is possible you may not see your property for several years. Wear, tear and degradation are inevitable. When we recommend maintenance it is because it is needed. We never spend your money unnecessarily.
3. **Maximising your investment** - when inspections are done properly and the property is well maintained you will get the best rent return and the best long term tenants. Should you decide to sell, your property will also be 'Market ready' with no need for a lengthy period of vacancy whilst you attend to repairs that have been ignored.

**Note:** We do not purport to be qualified building inspectors however matters of maintenance do become apparent when a property is regularly inspected. After 3 months a change may be picked up by your property manager though it may have gone unnoticed to the person living in the house.

Please feel free to call us to discuss your Property Management needs. We will be happy to answer your questions obligation free.

Call Sean 9450 3398 or 0419 197 519



