



PEARDA[®]
REAL ESTATE

MANAGEMENT
HANDBOOK

THANK YOU FOR THE OPPORTUNITY TO MANAGE YOUR INVESTMENT!



WE LOVE REAL ESTATE!

Property is our passion, and it's this passion that has seen us grow to become one of the largest and most respected, independent real estate companies in the state.

Driven by innovation, leading edge marketing and an entrepreneurial spirit, we pride ourselves on being results-driven and offering clients' an unmatched service and superior results.

Our company's strength lies within our people and our unwavering attitude to servicing our clients to the highest degree. Every Peard Real Estate Property Manager is an experienced professional with extensive local knowledge and industry training; committed to providing ethical, diligent, efficient and confidential service.

When you enlist the service of one of our experts, you can be confident that you are in the safest of hands. You can be assured that you are appointing the very best, because we only employ the best.

We thank you for the opportunity to present to you, and we hope to be a valuable part of your real estate journey.

YOUR REAL ESTATE JOURNEY BEGINS...

We work on your time, not ours...

At Peard Real Estate, we understand the importance of your time and we want to make this journey as convenient as possible for you. That being said, our Business Development Managers' will make themselves available at a time that suits you best.

By now, our expert Business Development Manager would have taken you through an extensive appraisal and market comparison of your property and together, you have determined where your property sits in the current rental market.

Now, we would like to take a moment to explain how we will successfully manage one of your greatest assets.

DISCLAIMER

This handbook has been prepared by Peard Real Estate as a guide for property owners and investors.

Our officers, employees, agents and associates believe that the information and material contained in this handbook is correct at the time of printing but do not guarantee or warrant the accuracy or currency of that information and material. To the maximum extent permitted by law, our officers, employees, agents and associates disclaim all responsibility for any loss or damage which any person may suffer from reliance on the information and material contained in this handbook or any opinion, conclusion or recommendation in the information and material whether the loss or damage is caused by any fault or negligence on the part of our officers, employees, agents and associates or otherwise.

The information relating to the law in this handbook is intended only as a summary and general overview on matters of interest. It is not intended to be comprehensive nor does it constitute legal advice. Whilst our officers, employees, agents and associates believe that such information is correct and current at the time of printing, we do not guarantee its accuracy or currency. Many factors unknown to us may affect the applicability of any statement or comment that we make to your particular circumstances and consequently, you should seek appropriate legal advice from a qualified legal practitioner before acting or relying on any of the information contained in this handbook.

The information contained in the handbook is of a general nature and does not take into account your objectives, financial situation or needs. Before acting on any of the information you should consider its appropriateness, having regard to your own objectives, financial situation and needs.

SO... WHAT NOW?



IT WAS GREAT TO MEET YOU

By now, our Business Development Manager should have taken you through an extensive appraisal and market comparison of your property.

Together, you have determined where your property sits in the current rental market.

Now, we would like to take a moment to explain how we will successfully manage one of your most important assets.

KEEPING YOUR ASSET SAFE



STARTING RIGHT...

Landlord Insurance is something we strongly recommend.

Your policy will cover you for unexpected or unforeseen loss to the property's income that would normally be received - from loss of rent due to a tenant breaking their lease or being evicted, to damage caused to your contents (e.g. drink spills on carpets).

Other insurance policies may not cover such events, and very often, the bond will not be enough to cover the associated costs.

WHAT WE NEED FROM YOU...

- Signed Management Agreement
- Compliance certificates:
 - Electrical
 - Pool/Spa
- Building insurance certificate
- 100 points of ID

If you have arranged Landlord Insurance, a copy of the policy will need to be provided.

- 3 sets of keys including remotes, alarm code and appliance manuals

*Peard Real Estate will arrange a copy of your 'Title Search' at a small fee.

COSTS INCURRED AT MY RENTAL PROPERTY

WHO PAYS FOR ELECTRICITY AND GAS CHARGES?

These are a Tenant expense. However, if there are charges relating to the supply of these services to a property, then the supply charges are a Landlord's cost. Where there is no mains gas available, gas bottles will need to be supplied, for example, at rural properties.

WHO PAYS FOR WATER CHARGES?

Water consumption charges are agreed upon between the Landlord and Tenant.

Some Landlords wish to charge the Tenant all water costs. This is optional, however, we do believe that an incentive should be given to the Tenant to ensure the garden remains healthy.

Please note that all water accounts are paid firstly from your rental proceeds and then the Tenant is invoiced and given 7 days to reimburse this to your account. The reason for this is that the account is in your name.

WHAT ABOUT COUNCIL AND WATER RATES?

All these costs must be paid by the Landlord as specified by legislation.

MONTHLY FINANCIAL STATEMENTS

HOW DO I RECEIVE MY STATEMENTS?

We will issue you both monthly and yearly financial statements (if stated in the Management Authority), accounting for all monies we have handled and disbursed to you on your behalf in accordance with legislative requirements.

Your monthly statement will be sent to you approximately on the first of every month and the end of year statement will come to you in July of each year being the month immediately following the end of the financial year.

WHAT DO I DO IF I MISPLACE A STATEMENT?

Easy! Give us a call and we will happily reissue another one to you.

YOUR STATEMENT EXPLAINED...



Mr & Mrs Lessor
123 Smith Street,
Perth WA 6000

Owner Statement

Tax Invoice

Account	1799
Statement number	6
Statement period	30 October 2020 - 30 November 2020
For property	12 Brown Street, Perth, WA 6000
Current Tenancy	Mr & Mrs Tenant Rent: \$350.00 Weekly Paid to: 31/12/20 plus \$30.00 part payment

Balance Brought Forward \$0.00

Income **Credit**

16/11/20 - Jodie Dawn Timms - Rent - 27/11/2020 to 31/12/2020 (part payment \$30.00)	2. \$1,520.00
3. 16/11/20 - Jodie Dawn Timms - Invoice - Invoice 1896, Water Consumption - 10/09/2020-11/11/2020	\$49.33
Total income:	4. \$1,569.33
Includes GST of:	\$0.00

Expenses **Debit**

5. 16/11/20 - Consumption \$ 49.33	\$49.33
6. 17/11/20 - Management Fee to Agent (1800 - 14 Fisherton Cct, Kinross WA)	\$133.76
17/11/20 - Management Fee - Invoice to Agent (1800 - 14 Fisherton Cct, Kinross WA)	\$4.35
25/11/20 - Routine Inspection Fee (Routine Inspection) to Agent (1800 - 14 Fisherton Cct, Kinross WA)	\$66.00
27/11/20 - Sundry Fee EOM (27/11/2020) to Agent (1800 - 14 Fisherton Cct, Kinross WA)	\$7.70
Total expenses:	7. \$261.14
Includes GST of:	\$19.26

Payments to owner

30/11/20 \$1,308.19

Total payments: Balance (\$0.00) + income (\$1,569.33) - expenses (\$261.14) - total held in trust (\$0.00) = **8.** \$1,308.19

Owner Statement Example Key

- Dates rent paid from and to
- Amount of Rent Paid
- Details/Type of Other Income Received
- Total Income Received
- Consumption bills will be attached to document
- Agency fees deducted from total income
- Total expenses inclusive of GST
- Balance disbursed to owner after deductions

HOW TO OPTIMISE THE BEST RENTAL RETURN



HELP YOUR PROPERTY

Before we organise the marketing photos for your property, we encourage you to consider some tips which will help your property shine, and help optimise your weekly rental return.

We always recommend professional photography to showcase your home in the best possible light.

INTERIORS

- De clutter all of your spaces
- Hide tea towels and tissue boxes
- Remove items under beds, tables & chairs
- Remove personal photos
- Straighten bed spreads and pillows/cushions
- In the bathroom, remove toothbrushes, products and floor mats & hide shampoo bottles and products from view
- Tidy messy electrical cords and gadgets
- Tidy kitchen bench tops
- Neatly adjust dining chairs and sofas
- All lights need to be working and switched on, including bedside lamps

EXTERIORS

- Mow lawns and remove any dead plants
- Wash decks & driveways, with time to dry
- Move cars and bins and junk mail
- Tidy hoses
- Close garage doors
- Move pet bowls, shoes, brooms, worn mats or anything that clutters the outdoor area
- Remove pool, spa and BBQ covers

IF YOU HAVE A POOL...

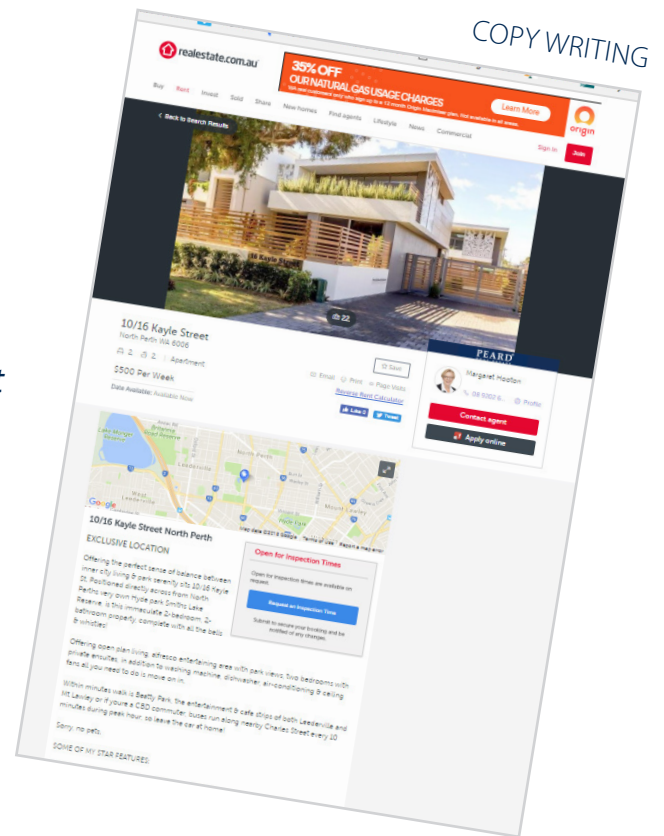
- Remove any leaves and debris
- Remove creepy crawley and any pool toys

OUR MARKETING PLAN FOR YOUR PROPERTY

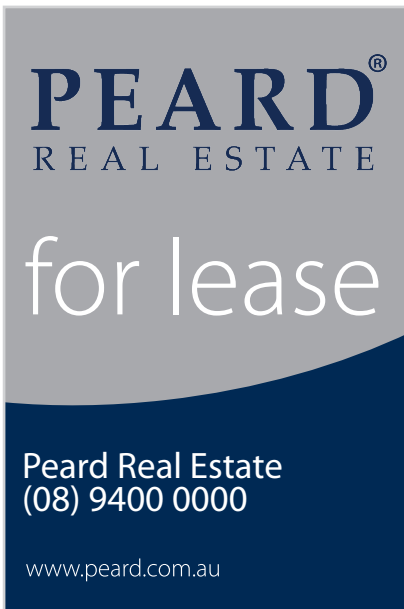
WE WILL...

- Organise professional photography at a cost
- Write an eye-catching advertising copy
- For Lease sign at a cost (if applicable)
- Display your ad within 48 business hours on:

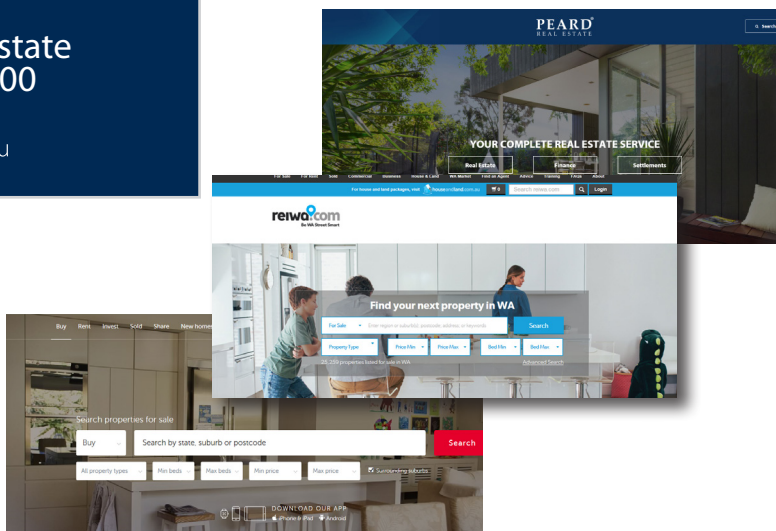
peard.com.au
www.realestate.com.au/rent
reiwa.com.au
rent.com.au
domain.com.au



PREMIUM SIGNAGE



ONLINE ADVERTISING



SOCIAL MEDIA



INTRODUCTION TO YOUR PERSONAL ASSET MANAGER



ONE POINT OF CALL...

Your Business Development Manager will hand over your asset to one of our expert Property Management team and you will receive an introduction within 48 business hours.

Your personal Asset Manager will be assigned to manage your asset at all times and will be your main point of call.

They will send you a welcome email with all of their relevant contact details and a copy of the Management Authority.

Dealing with just one person will ensure you know exactly who to call when you need assistance or have a question.

But remember, it's a team effort, and all of our qualified Asset Managers are able and happy to assist!

HOME OPENS AND PRIVATE VIEWINGS



IT'S SHOWTIME!

It's time to showcase your property!

First, we search our extensive tenant database, to see if we have a suitable candidate for you.

If we do not find the right tenant from our list, we will conduct weekly viewings by appointment and schedule home opens.

You will receive weekly update reports, complete with market insights and feedback from prospective tenants to establish if the price on the property is where it needs to be.

FINDING THE RIGHT FIT IS EVERYTHING TO US



FINDING THE RIGHT FIT IS CRUCIAL...

Finding the right tenant for your property is possibly one of the most important steps to managing your asset successfully.

The processing of an application is crucial and we take it very seriously.

We have the appropriate resources on hand that only come with years of real estate experience to ensure we assess each application accurately and give you the tools to make the most informed decision.

WE TAKE THE TIME TO CHECK THE FINER DETAILS



WHEN SCREENING AN APPLICANT, WE CHECK:

- 100 points of ID
 - Employment history
 - Rental history on the;
 - *TICA National Database*
 - *NTD National Database*
 - PLUS - Phone checks with tenants:
 - *Current and past landlords*
 - *Current and past employers*
 - *Character references (on application)*
- * We manage almost 3,000 rental properties, and a have a large internal database.

TENANCY DATABASE (TICA/NTD)



WHAT WE LOOK FOR

- Past tenant history, court judgements & summons
- Tenant evictions and terminations
- Directorship or proprietorship information
- Irregular rent payment history
- Bankruptcy notices
- Recommended tenants by other agents
- Tenant checks conducted by other agents and property managers
- Tenants previously or currently renting with another agency
- Broken conditions of lease (monetary & non-monetary)
- Unpaid residential tenancy tribunal orders as reported by agents
- Vacated tenants owing money for rent arrears, damages, cleaning and rubbish removal
- Tenants that have abandoned a property without notice
- Tenants issued a termination order as a result of objectionable behaviour or breaches of lease

WE COMPILE THE INFORMATION, YOU MAKE THE CHOICE



THE DECISION IS YOURS

At Peard Real Estate, we take the time and utilise the resources to qualify the prospective tenant and present our findings to you.

The data will assist you in making the final decision and will put your mind at ease, knowing we have done everything we can to equip you with all the necessary knowledge.

SIGNING THE LEASE AGREEMENT

Once you have chosen a potential tenant for your property, your Asset Manager will take it from there.

A Lease Agreement will be signed and the obligation to the lease will be explained in detail to your new tenant.

A 'Property Condition Report' will be completed prior to occupancy and will be given to the tenant within 7 days of the lease commencing.

RECEIVING MY RENT MONIES



SHOW ME THE MONEY!

WHEN DO I GET PAID MY RENT?

We will deposit all monies collected into your nominated bank account on the last business day of the month, unless this falls on a weekend or public holiday and then it will be the next business day.

HOW DO YOU COLLECT THE RENT?

We collect the rent in a number of ways:

- Cash, cheque or EFT payments in the office
- Direct transfer from Tenant account to our account
- Direct debit/Automatic payment through BPay or Rentpay (dependant on office)

Offering all of the above choices to the Tenant to pay their rent makes it very convenient for Tenants renting with Peard Real Estate.

WHAT IF MY TENANT DOES NOT PAY THE RENT?

Paying the rent is always a voluntary action on behalf of the Tenant. We can never force a Tenant to pay their rent. Even a tribunal can only 'order' a Tenant to pay but can never physically force them to pay. If a Tenant does get behind in their rent payments, we follow the below process:

DID YOU KNOW THAT WE HAVE A ZERO TOLERANCE FOR RENT ARREARS?

HERE ARE THE STEPS WE TAKE...

STEP 1 (2 Days in Arrears): At Agent's discretion a rent reminder letter may be issued and we may contact the Tenant by phone, SMS or email. If there is no answer and voicemail is available, we may leave a message.

This message is to inform that the rent is currently in arrears and we require immediate payment otherwise a Form 1B Notice of Termination will be issued.

STEP 2 (3 Days in Arrears): If the rent has not been paid in full we will issue a Form 1B Notice of Termination. It will be recorded on the Tenant file and this information will go against their record as a Tenant and they may be lodged on the TICA and NTD Defaulting Tenant Databases.

STEP 3 (13 Days in Arrears): If rent has not been paid in full, we will endeavour to contact the Tenant again by phone, SMS, email or letter, to advise that the rent has not been received. We will also advise that we are now lodging a Form 12 with the Magistrates Court for termination of the Tenancy Agreement, possession of the property and payment of rent arrears and accounts.

Please note that the Tenant's name will be lodged on TICA and NTD Defaulting Tenant Databases until accounts/rent are paid in full to the Agent, and with recent changes to the Residential Tenancies Act we must have a court order to Lodge a tenant on these databases.

STEP 4 (Application to Seek Termination): We will lodge an application with the tribunal for an order of payment subject to your instructions. An application will be made to the court at the expiration of the Termination Notice (10 days) to minimise any loss of rent that could occur and to comply with the requirements of all Landlord Protection Insurers.

As you can see, the full legal process can be very drawn out and lengthy. Unfortunately the bond will never cover the shortfall of the rent.

If you have Landlord Insurance, there will be a reasonable prospect of covering the rent payment shortfall in the case of your Tenant defaulting in their rent payments.

Unfortunately, without Landlord Insurance, the chance of recovering owed rent monies is minimal. If you have no protection for your rent payments, the problem is further compounded by the fact that the bond will probably be exhausted with owed rent. You will then most likely have cleaning up and re-letting costs, as well as outstanding monies, like water consumption, owed by the Tenant.

Without Landlord Insurance, this process can be quite financially damaging.

TAKING A BOND...



HOW MUCH BOND DO YOU TAKE FROM THE TENANT?

The tenant is required to pay a security bond equivalent to 4 weeks rent, which is held with the government body, the Bond Administrator.

WHEN DO YOU PAY BACK THE BOND MONIES?

We only refund the bond once:

- a) The Tenant has fully vacated the property and keys returned
- b) The property has been inspected and is satisfactory when compared with the ingoing inspection report.
- c) All monies are paid. This could be any outstanding rent, water or anything owed by the Tenant
- d) If the Tenant is breaking their lease, any re-letting fees and advertising costs (part or full costs)

IF THE TENANT HAS A PET, CAN I ASK FOR A PET BOND)?

The maximum amount allowed as a "Pet Bond" is \$260 – regardless of the number of pets, for fumigation of the property at the end of the tenancy. No animals may be kept on the premises without the Owner's permission.

- First inspection will be carried out within 6 weeks of the tenant occupying your property. A full report will be given to you
- Further inspections will be carried out every 3 months to ensure property maintenance.

LAST BUT NOT LEAST...



COMMUNICATION

In today's technology world, there are so many forms of communication, and we understand that your preference may be different to someone else's.

So tell us, how should we contact you?

- phone call?
- SMS?
- e-mail?
- instant message app?
- in writing, via the post?

AND...

How often would you like to be updated on your property?

- Weekly?
- Fortnightly?
- Monthly?
- 6-monthly?

Help us provide you with the service YOU NEED!



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