



Property Management Brochure

**IRVING & KEENAN**  
REAL ESTATE PTY LTD



# WHY YOU SHOULD ENTRUST THE MANAGEMENT OF YOUR PROPERTY TO IRVING & KEENAN REAL ESTATE

Irving & Keenan Real Estate Pty Ltd is a family owned and operated business giving clients old-fashioned service, however utilising the latest technology and information.

We believe our Company offers a service that is second to none. We are supported in this belief by the results we have achieved, but more importantly, by the repeat and referral business that we continually attract.

In these competitive and changing times you will want your property in the hands of someone you can trust; communicate closely with (in good times and bad); maintain your asset and income and who operates with the utmost professionalism.

Our Property Management team at Irving and Keenan are all highly regarded with stable backgrounds and are experienced in up-to-date technology, systems and procedures.

The Team comprises of:

## Property Managers

Rikki McMiles  
Maree Carlone  
Tayla Armstrong

## Trust Account Officer

Tania Jensen

## Assistant Property Manager

Michyala Butler

## Receptionist

Shannon Thomson

## Licensee/Directors

Brad Irving & Stuart Irving

*“Be assured you will not be disappointed with entrusting your investment with our company”*

## BENEFITS OF EMPLOYING A PROPERTY MANAGER

There are many reasons that owners look for a professional Property Manager to take care of their valuable properties.

- **Knowledge of the Residential Tenancies Act 1987**  
Your Property Manager will be able to advise you of your rights and the rights of your tenants.
- **Rent Appraisals**  
We have local knowledge of supply and demand in the area and can compare your property to others.
- **Rent Reviews**  
We can monitor your property's rent and keep you informed of market changes.
- **Access to tenants**  
We have tenants at our doorstep due to a superb location in Mount Lawley and general goodwill in the area. We effectively screen tenants to choose the best person for you.
- **Inspections**  
Our managers are trained to give effective reports on your property and advice regarding maintenance and improvements
- **Location**  
It doesn't matter where you are or where you go, your property will be left in safe hands.
- **Accounting**  
We have our own experienced trust accounts employee on hand. Our Property Managers can advise you regarding details of your accounts. We also supply a yearly income and expenditure statement relating to your property.
- **Tax Benefits**  
Don't forget, investment properties can bring tax benefits and our management fees are also tax deductible.

## MANAGEMENT SERVICES PROVIDED

### MARKETING

Advertising

Rental List

Signage

Brochures

### TENANT SELECTION

Property Inspection

Tenant Checks

Lease Documentation

Property Condition Report

Renewal of Tenancy

### RENT COLLECTION

Rent Collection

Rent Disbursement

### INTERNET & PROMOTIONS

Arrange advertising on the following websites with property details and up to date photos.  
[www.irvingandkeenan.com.au](http://www.irvingandkeenan.com.au); [www.reiwa.com.au](http://www.reiwa.com.au); [www.aussiehome.com.au](http://www.aussiehome.com.au); [www.realestate.com.au](http://www.realestate.com.au)

Current vacancy list available via the internet and office

Erected where required. (at owners cost)

Full colour brochures featuring property photos for office display

### LEASE DOCUMENTATION

Conducted by your Property Manager or a senior staff member

All references including employment details and national tenancy database are checked thoroughly

Lease Agreement is prepared, signed and the tenant advised of their obligations and responsibilities.  
All monies due are collected.

A comprehensive report is given to the tenant stating the condition of the property at the time of tenancy

A condition of tenancy agreement can be made to continue the tenancy for a further 6-12 months or terminate

### ARREARS & DISBURSEMENTS

Ensure rent is kept up to date at all times

Owners fund disbursed monthly as instructed and a rental statement mailed to the owner



## MANAGEMENT SERVICES PROVIDED

### RENT COLLECTION CONTINUED

Rent Arrears Policy

Payment of Accounts

Bond Finalisation

### ONGOING ADMINISTRATION

Attend to Maintenance

General Supervision

Regular Property Inspection

Final Bond Inspection

### MISCELLANEOUS

Rent Reviews

Financial Year Statement

### ARREARS & DISBURSEMENTS

Arrears immediately dealt with by Property Manager

Accounts including general accounts, strata levies, land tax, shire and water rates can be paid from funds received

The bond is reconciled and adjusted at the conclusion on tenancy

### MANAGEMENT & MAINTENANCE

To arrange repairs etc. As require and as per owners instructions

Ongoing supervision of tenant, occupancy and dealing with day to day issues as they arise

A physical inspection of the property conducted every 3-6 months with a full report conducted prior to release of bond or re-letting.

On termination

### SERVICES

All properties are rent reviewed to current market at the end of the lease

End of financial year Summary Statement is provided for each property

## SERVICES & CHARGES

### LEASING FEE

Services included in this fee are

- Marketing of your property
- Viewings with prospective tenants
- Selection of suitable tenants
- Completion of application for tenancy
- Thorough reference and National Tenancy Database checks
- Preparation of all tenancy/bond documentation
- Lease interview/explanation to tenant of rights and obligations as well as emergency procedures
- Collection of all due monies prior to occupation
- Weekly owner contact whilst property vacant

Leasing fee is either a percentage of the gross collections for the term of the lease or a fixed rate.

### MONTHLY MANAGEMENT FEES

Unfurnished properties are a percentage plus GST of the gross collections for the period.

*Please Note:*

*Fees may be adjusted if we manage multiple properties.*

Services covered by this fee include

- Collection of rent
- Rent Arrears
- Invoicing of amenities: water, electricity and gas

Also included in the management fee is the organisation of the following

- General maintenance/repairs
- Quotes
- Liaise with insured/licensed contractors
- Insurance claims
- Computerised owner statements
- Yearly income and expenditure statements
- Electronic transfer of monthly income
- Payment of accounts

## SERVICES & CHARGES

### PROPERTY CONDITION REPORTS

Itemised Property Condition Reports are all separately charged at approximately \$195 + GST and Final Bond Inspections are charged at approximately \$65 + GST

*In the unlikely event of a Property Manager attending court it is imperative that a property has a thorough detailed report to support the case.*

The report is a detailed description of the property, both internally and externally, commenting on the following

- State of walls, carpets/curtains and fittings
- Cleanliness of premises
- Furniture items
- Condition of external grounds
- Evident damage(s) to dwelling

Internal and external photographs of your property are included.

The initial report is conducted at the commencement of tenancy. Upon vacating, the same report is updated and any amendments made to the report are used as evidence and charged accordingly (excluding fair wear and tear).

### ROUTINE INSPECTIONS

The initial inspection is completed within six (6) weeks after a new tenant occupies the premises and thereafter every quarter.

Routine inspections highlight

- Maintenance required
- Tenant care and cleanliness
- Care of external grounds

Follow up

- Organise maintenance
- Written report to owner and tenant
- If any re-inspection is required the fee will be waived

### MONTHLY SUNDRIES

- Local, national and international telephone calls
- Faxes and email
- Postage
- Photocopying
- Up-to-date real estate programmes

## CLAIMABLE EXPENSES

To achieve maximum negative gearing the following items may be claimable against rental income, your Accountant or Tax Agent will be able to advise you on expenses you can claim and new taxation laws dealing in this area.

- Advertising for tenants
- Bank charges
- Cleaning
- Council Rates
- Electricity and Gas
- Gardening and Lawn Mowing
- In-house audio/video service charges
- Insurance (Building/Contents, Landlord & Public liability)
- Interest on loans
- Land Tax
- Legal expenses – Preparation/Registration
- Lease costs - Preparation/Registration
- Pest control
- Property Agent's fees and commission
- Quantity Surveyor's fees
- Repairs and maintenance
- Secretarial and bookkeeping fees
- Security patrol fees
- Servicing costs – such as servicing a water heater
- Stationery and postage
- Strata Company Fees
- Telephone calls and rental
- Travel and car expenses
- Rent collection
- Water Rates and Consumption

Please note:

You cannot claim expenses such as water or electricity charges borne by your tenants; or acquisitions and disposal costs.



# TIPS ON PREPARING YOUR PROPERTY FOR LEASE

To present your property in the best possible manner, you may find the following list of points helpful when you are preparing to hand over the premises to manage.

## Cleaning:

- All carpets to be professionally cleaned
- Skirting boards and floors to be cleaned
- All windows, windowsills and tracks to be cleaned and treatments to be cleaned and/or washed
- Marks to be removed from walls
- Cupboards to be cleaned inside and out
- Stove, oven and all accessories to be cleaned
- Exhaust fans to be removed and cleaned
- Light fittings, switches and power points to be cleaned
- Doors and skirting boards to be cleaned
- All cobwebs to be removed
- Driveways, carports and all concrete areas to be free from oil and grease stains

## Gardens:

- Lawns to be mowed and edged
- All gardens beds to be weeded

## Locks/Keys:

- Ensure a full set of keys is provided to us including keys to windows, sheds, garages along with remotes and alarm codes

## Maintenance:

- Two (2) RCD electrical safety switches to be installed
- Hard wired smoke alarms to be installed
- Replace light globes where necessary
- Ensure locks are fully operational on all doors and windows
- Swimming pool to be cleaned, and fencing to meet council requirements

## Instruction Booklets/Guarantees:

- Please provide instructions and guarantees, or copies of, for any main appliances such as dishwashers, washing machines and air conditioners.

## Insurance Cover:

- Ensure your Landlord's Protection Insurance and Building Insurance is current