



Property Management Services



Marriott Lane Real Estate

61-63 Alexander Street, Crows Nest
110 Hampden Road, Artarmon

Phone: **1800 ML RENT (1800 65 7368)**

Guaranteed Service From A Leading Agency

Marriott Lane Real Estate has been one of the leading Real Estate offices in the Crows Nest area since 1992.

Specialising in Residential Property Management and Sales we are able to offer the experience and knowledge required to deal with all your Real Estate needs.

The Property Management Department operates on a portfolio system. Direct contact is made available between you and your Property Manager, which has proven to be an effective way of communication and exactly what every owner wants. All your Real Estate enquires are dealt with on a personal level and in a timely manner.

Our goal is to provide the best Real Estate service possible, based on the highest standard of ethics, values and client care.

Our success will always be measured by the happiness and the loyalty of our clients.

Our Guarantee: No management fees are payable if you are not happy with our service. Just let us know what the issue is and request that ongoing fees cease while it is unresolved.



Our Property Management Team



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1. Agency Agreement

Real Estate Agents in NSW are prevented from acting for a property owner unless an agreement has been signed by both the owner and the agent.

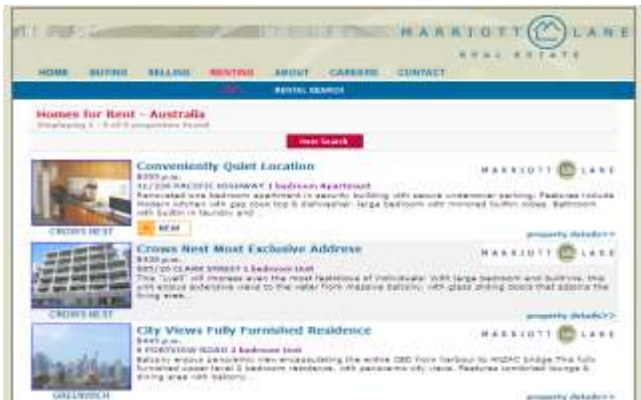
Therefore, we cannot advertise your property or show a prospective tenant through your property until the Managing Agency Agreement has been signed.

2. Marketing your Property

A number of photographs are taken to showcase your property to its very best potential.

Your property will be advertised on two leading websites, realestate.com.au and domain.com.au as well as our own website marriottlane.com.au.

Whilst the Internet has proven to be the best form of advertising we also receive enquiry from our Rental List & Front Window display at our Crows Nest & Artarmon offices as well as from the signage at the property.



3. Prospective Tenant Viewings

We aim to provide a welcoming environment for prospective tenants to view your home.

Open home inspections are normally scheduled for Wednesday afternoon/evenings and Saturday mornings. Inspections by appointment can also be arranged when required.

4. Tenancy Application Process

You choose your own tenants.

All prospective tenants are required to complete a detailed application form and attach proof of identification as well as documentation of their existing rental arrangement.

We conduct a series of checks to determine whether the applicant is suitable for your property.

These checks include:

1. Tenancy reference check. We check the tenant's details against a database of 'poor tenants'. Tenancy Reference Australia is updated daily by Agents throughout Australia.
2. Employment check. We confirm the tenants' employment, length of service and income.
3. Rental check. The rental history is established using a printout of the tenants' payment history, to determine if they paid on time. Additionally, we enquire about the condition of the tenants' current property.
4. References from people not related to the applicant.

Once we have determined that the tenant would be suitable, we submit their details to you, to make the final decision.

5. Direct Debit

We collect rent from tenants by direct debit.

This means we obtain our tenants approval prior to their commencement of tenancy to electronically withdraw rent from their bank account when their rent is due.

With direct debit tenants do not have to think about the payment of rent and landlords can be assured their tenants rent is being paid on time. **No more rent arrears**

7. Lease Signing

When the tenancy application has been approved, the leases are drawn up and we explain to the tenants their obligations and responsibilities before they sign.

Once the leases are signed, the tenants pay a bond equivalent of 4 weeks rent plus one months rent in advance.

At this time, the Tenant signs two copies of the condition report and is asked to return their copy of this report to our office within 7 days with anything they feel should be included. One copy is kept on file to refer to just in case the tenant fails to return the 2nd copy.

No keys are given to the tenant until all monies have been paid and the lease and condition report has been signed.

8. Landlord Insurance

In most cases the cost is only a few hundred dollars but the peace of mind is worth much more than the annual premium.

This insurance covers you from malicious damage, accidental damage and loss of rent caused by the tenant, plus a lot more.

We recommend this type of insurance to protect yourself and your asset.

If you have any questions relating to landlord insurance we carry a wide range of product brochures and would be happy to assist you in the selection of a suitable insurance policy.

9. Smoke Alarm Requirements

From May 2006, owners of residential properties are responsible for ensuring smoke alarms are installed. All smoke alarms must be inspected annually and serviced upon each change of tenancy.

To ensure your obligations are met under this legislation and you have peace of mind we have contracted Smoke Alarms Australia Pty Ltd to provide reliable and responsible service for the installation and maintenance of smoke alarms in the properties we currently manage.

Smoke Alarms Australia understands the new legislative requirements and assist real estate agents to ensure that all properties they manage are compliant.

Upon each inspection, a Certificate of compliance is issued for your records.

Pricing: \$99 inc GST per annum
\$75 inc GST per new alarm when required

12. Paying Accounts

Whenever you ask us to arrange repairs or maintenance work at your property we generally engage the services of one of our regular tradespeople.

Once the work is completed we will pay the tradespersons invoice by deducting the cost from your next months rent collections.

We can also pay your council rates, water rates, insurance policies and strata levies.

13. Increasing Rent

Currently, rental values are rising steadily as demand begins to overwhelm supply. We expect rents to rise well in excess of inflation for at least the next three years. It is important therefore to review rents often and keep existing tenancies inline with the rising market.

Rent reviews are part of our inspection process, occurring two to four times per year. This doesn't mean rent is adjusted as frequently as this. We actively check how the rent being paid for each property compares to similar properties in the current market.

We never increase the rent without authorisation from the owner.

14. Rent Arrears Process

Almost half of all tenants fall into arrears at least once during their tenancy.

This may be for a number of reasons. Should rent become outstanding for more than 3 days a courtesy phone call is given to the tenants asking them to bring their rent payment up to date.

In majority of cases we are able to correct the payment of tenants who fall into arrears and have them pay in advance in accordance with their Tenancy Agreement.

In 2009, we gained the authority to make direct debits from tenant's bank accounts. For all new tenancies from this date, the only method of payment is by Direct Debit, ensuring close to zero rental arrears, which means you are guaranteed your rent every time.

15. Termination Notices

In the event a tenant falls more than 14 days in arrears with their rent we will instantly issue them with a Termination Notice.

Usually, the issuing of a termination notice will cause the tenant to correct their payment position immediately.

Should the tenant still be in arrears when the termination notice expires, we can attend the Consumer Traders and Tenancy Tribunal to effect the termination on your behalf and arrange to have the tenants vacate your premises.

16. Tribunal

It may be necessary for us to evict your tenant by obtaining a termination of the Residential Tenancy Agreement at the Consumer Traders and Tenancy Tribunal.

A Property Manager will prepare the case for presentation in front of the magistrate and appear on your behalf on the day of hearing. Naturally, you are welcome to attend this hearing.

There are a number of reasons we may be required to represent you at Tribunal. When the tenant has damaged the property, rent arrears, dispute of bond refund or when the tenant is in dispute with the owner regarding repairs.



On all occasions we will represent your best interests at the Tribunal.

17. Weekly Landlord Payouts

Your rent payments do not sit in our account, we transfer monies to you every Monday.

18. Monthly Income Statements

Monthly statements are emailed to you the last business day of every month. Invoices paid during the month will be attached for your convenience.

With an Imaging System we have installed, we can ensure that all documentation, correspondence, invoices, statements etc are stored in a secure and safe manner. This allows us to retrieve and send to you copies of past communications within minutes, by email, fax or mail.



Particulars	Debit	Credit	Balance
2 Months 1st Example			
Jan - Commercial & Body Receipt			
1000.00			1000.00
1000.00			2000.00
1000.00			3000.00
1000.00			4000.00
1000.00			5000.00
1000.00			6000.00
1000.00			7000.00
1000.00			8000.00
1000.00			9000.00
1000.00			10000.00

9. End Of Financial Year Report

A detailed report is prepared and sent to you at the end of June every year at no cost.

This report clearly indicates the total income you have received and a breakdown of the expenses incurred during the financial year.

Although your requirements at end of the financial year may seem daunting, you can rest assured you will have all your figures clearly displayed on one report for your convenience.

20. Our Fees

Commission rate	7.7%
Letting fee	One week's rent plus GST
Advertising fee	\$168.00 plus GST
Lease fees	NIL
Administration fees	NIL
Lease renewal fee	NIL
Disbursements	NIL

No further fees apply

With Marriott Lane Real Estate, Your investment will be in safe hands.



21. Testimonials.... their words not ours

“We have some of the best tenants in our property. Marriott Lane selected them so I would expect nothing less than the best!” - *Louise Redfern*

“Both my wife and I from the minute go knew we were dealing with a professional. It's been a pleasure to deal with the whole company.” - *Steve Prescott*

“Thank you so much for managing our tenants and property so well, we really appreciate your help.” - *Belinda Evans*

“Matthew far outshines any Property Manager that I have been associated with in terms of capability and execution. He delivers on his commitments and is so effective that sometimes I forget I have a rental property at all.” - *Paul Jones*

“Very good service! We are particularly impressed by the efficient organisation and management of the refurbishment of our apartment.” - *Mr & Mrs Shirvington*

“As soon as we spoke to Marriott Lane, their team mobilised quickly with inspections, photographs, paperwork and were efficient and organised. Marriott Lane had our property on their website within a matter of hours. We received numerous responses almost immediately, and we were thrilled to achieve our asking price within 48 hours. The whole team was extremely professional and friendly throughout the process, their ongoing management of the property has been seamless and trouble free.” - *Derek Chan*

“During the term of my ownership of the unit, and your management, I think it could not have been better managed. Thank you for the courteous and friendly manner in which you have all looked after me.” - *Lesley Cheadle*

“We are writing to thank you for the professional manner in which you have assisted us in locating a new tenant for our property. We appreciate the courtesy and efficiency with which you carried out the task.” - *Ron & Susan Reilly*

“Firstly, the quality of your financial recording system is to be praised. This has always provided detailed and accurate information – critical for an owner overseas. Secondly our communication has always been pleasant and timely.” - *Bruce McEwen*

[View ‘What our clients say’ by visiting our website www.marriottlane.com.au](http://www.marriottlane.com.au)