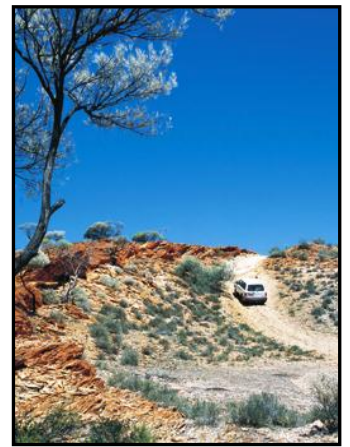
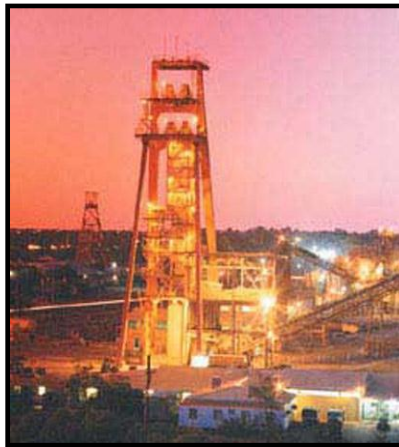
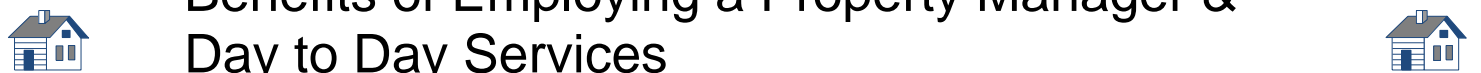


KALGOORLIE METRO PROPERTY GROUP



Property Management Information Pack



Contents

Introduction

Benefits of Employing a Property Manager &
Day to Day Services

Owners Responsibility

Statement & Administration

Advertising

Tenant Selection Process

Security Bond & Pet Bond

Rent Collection and Arrears Procedure

Repairs and Maintenance

Property Condition Report, Inspections and
Final Bond Inspection

Fee Schedule

Contact Us





INTRODUCTION

Kalgoorlie Metro Property Group continues to commit to the Goldfields Real Estate market by launching, Property Management. With the rapid award winning performance and success of the sales team, KMPG have put together a management team which complements our office by offering our customers the same quality service in managing their home.

Our team has a very experienced and diverse range of skills with the appointment of Senior Property Manager Jenna Dewar, her 9 years in the Kalgoorlie Residential Market and her highly professional reputation is by far a stand out leader in her field and just the person we want to oversee the management of your asset. Jenna is the point of contact for any accounts enquiries you may have, including but not limited to: Bonds, end of month, creditor and owner payments. Jenna is also responsible for implementing new systems and policies and procedures to ensure efficient running of the Property Management Department.


We introduce Rachael Forster into our team. Rachael has a very experienced back ground in Commercial and Industrial Management. Rachael brings her 'big city' knowledge and training to KMPG keeping our team on the cutting edge of Property Management technology and development. Rachael works Wednesdays and Thursdays and will be assisting Jenna with accounts and also property management duties. Rachael will be in charge of Owner Management Authority Renewals, Tenant Lease Expiries and Tenant Lease Rent Reviews.

Angela Young is a Property Manager looking after one of two Property Portfolios within our Agency. Angela will provide you with an enthusiastic and honest approach when it comes to the Management of your investment property. Angela is currently undergoing her Property Management Registration Course and will continue to work closely with Jenna until her registration is complete!

Alana Shefford has joined us from another local Real Estate Agency. Alana is a Property Manager and is looking after our second Property Portfolio. Alana has 2.5 years experience in Property Management. Alana is very efficient and a valuable member to our team.

We have recently appointed our newest Property Manager to the team, Maggie Sheffield. Maggie has 9 years' experience in Property Management and is a passionate and dedicated team member. With the appointment of Maggie to the team, this will ensure that our quality of service and efficiency is at a premium.

Combine Jenna, Rachael, Angela, Alana and Maggie's property management skills along with the drive of Keren Briers and her high performance sales team, Kalgoorlie Metro Property Group are now setting the standards in the property market, and rapidly becoming Kalgoorlie's choice of the future.

- High performance
 - Quality Service
 - Customer Satisfaction
 - Reputable team
 - Market Leaders
- 



Benefits of Employing a Property Manager and our Day to Day Services.

Many Owners believe they can save money by managing their property themselves, however, they infact have received lower yields and exposed themselves to greater financial risk.

Property Managers are members of the Real Estate Institute.

Access to Tenancy Default Database – TICA Australia's largest National Tenancy Database.

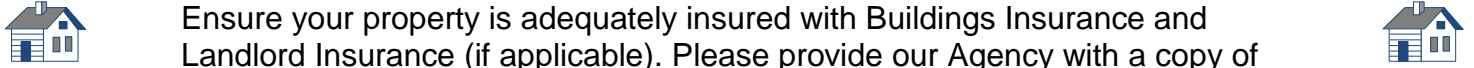
Access to suitable and reliable Contractors.

Day to day services included in our service to our property owners but are not limited to:

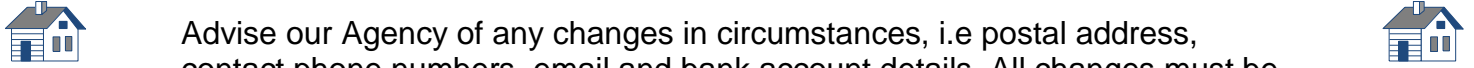
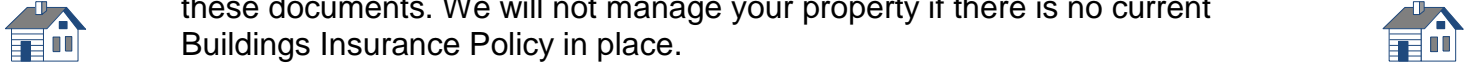
- Rental Appraisals
- Effective Marketing of your property through Internet Advertising, newspaper and Rental List.
- Qualify prospective tenants through our vigorous selection process
- Preparation and execution of Tenancy Agreement
- Lodgements and Refunds of Bonds
- Rent Collection
- Monitoring Daily Rental Arrears and constant contact with tenants to ensure that payments are made
- Organising Repairs ad Maintenance
- Carrying out Comprehensive ingoing, outgoing and Routine Inspection Reports
- Taking photo's at each Tenancy commencement
- Payment of Invoices on your behalf
- Water usage calculation and collection (where applicable)
- Carry our rent reviews, then negotiate and effect rent increases
- Preparing monthly statements and on-line lodgement of owner funds
- Prepare and present cases to Local Court Tribunal
- Provide yearly income and expenditure statements



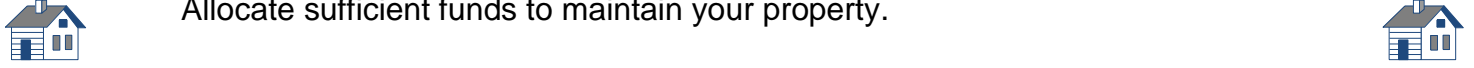
Owners Responsibility



Ensure your property is adequately insured with Buildings Insurance and Landlord Insurance (if applicable). Please provide our Agency with a copy of these documents. We will not manage your property if there is no current Buildings Insurance Policy in place.



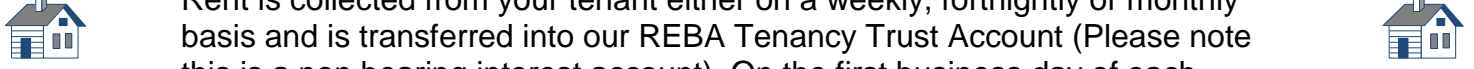
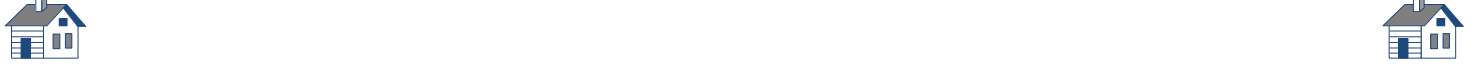
Advise our Agency of any changes in circumstances, i.e postal address, contact phone numbers, email and bank account details. All changes must be submitted in writing to our agency.



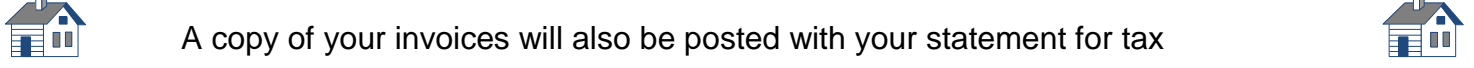
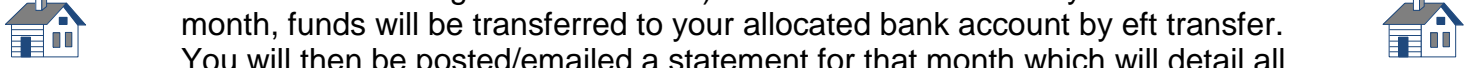
Allocate sufficient funds to maintain your property.



Statement and Administration



Rent is collected from your tenant either on a weekly, fortnightly or monthly basis and is transferred into our REBA Tenancy Trust Account (Please note this is a non bearing interest account). On the first business day of each month, funds will be transferred to your allocated bank account by eft transfer. You will then be posted/emailed a statement for that month which will detail all your transactions for the month, i.e Maintenance costs, management fees, total rent received etc.



A copy of your invoices will also be posted with your statement for tax purposes.



We are also able to offer you the service of paying your Council Rates (in 4 instalments) and Water Rates (single instalment) on your behalf. **Please note that Water Consumption will be paid from your rental funds and the tenant will be invoiced for reimbursement to you.**





Advertising

Internet Advertising

Your property will be placed on the internet and will be shown on three (3) websites, including:
www.kalgorliemetro.com.au , www.realestate.com.au , www.reiwa.com.au .

Newspaper

Your Property will be advertised in the Kalgoorlie Miner Real Estate Guide on a Saturday, which offers very effective media coverage due to its wide circulation.

Rental List


A detailed list which provides a description of the property, photo and total move in costs and the date the property is available for lease.

Prospective Tenants Database

We have a list of prospective tenants and their requirements for a rental property. Once a property comes available that meets their requirements, they are contacted and a viewing appointment is made.

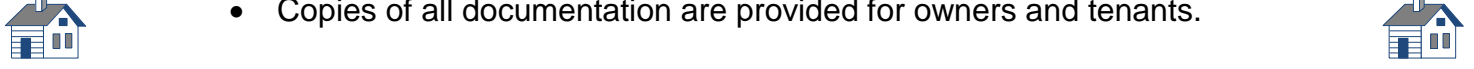
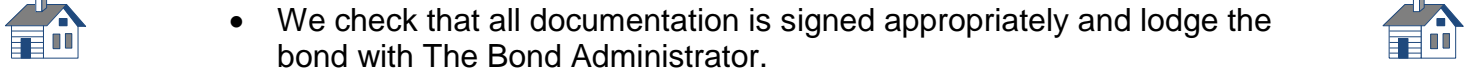
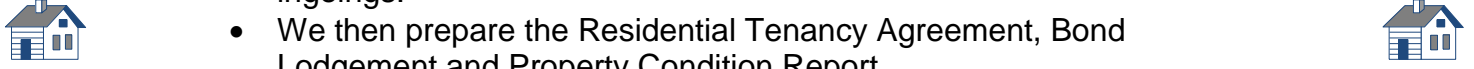
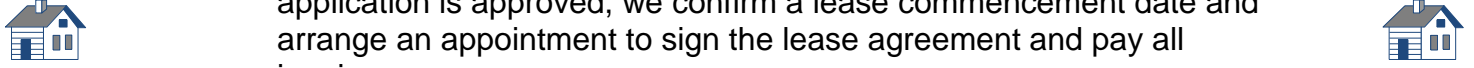
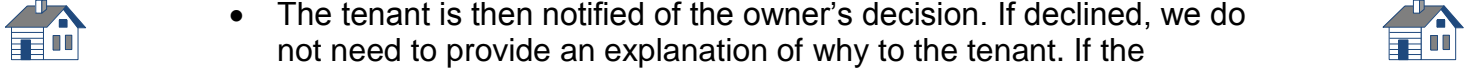
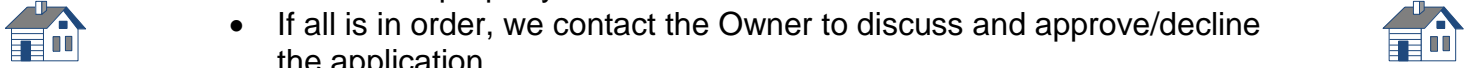
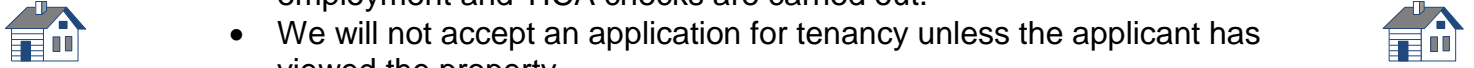
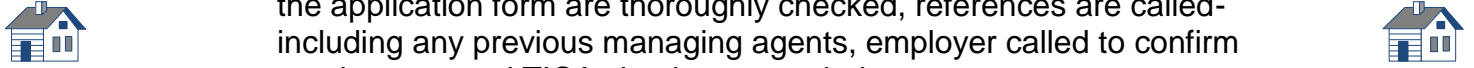
For Lease Signs

We will place a For lease Sign at the front of the property where it is best clear and visible. These signs indicate to passer by's that the property is available for lease. Signs promote 24/7 advertising of your property. This is optional at the Owner's discretion.

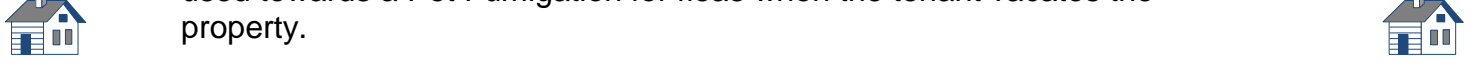
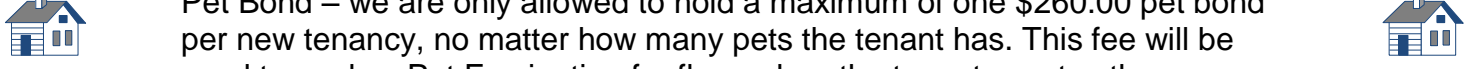
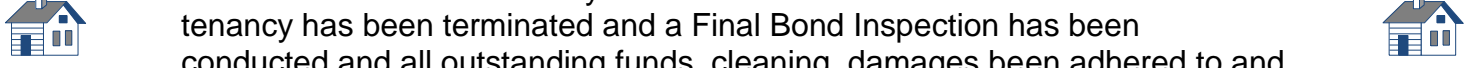
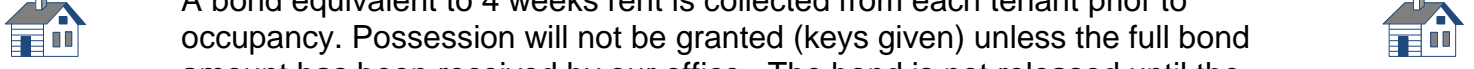




Tenant Selection and Lease Process



Security Bond and Pet Bond



- Tenants make an appointment to view the property.
- Tenants are to complete an application form. The details provided on the application form are thoroughly checked, references are called- including any previous managing agents, employer called to confirm employment and TICA checks are carried out.
- We will not accept an application for tenancy unless the applicant has viewed the property.
- If all is in order, we contact the Owner to discuss and approve/decline the application.
- The tenant is then notified of the owner's decision. If declined, we do not need to provide an explanation of why to the tenant. If the application is approved, we confirm a lease commencement date and arrange an appointment to sign the lease agreement and pay all ingoings.
- We then prepare the Residential Tenancy Agreement, Bond Lodgement and Property Condition Report.
- We check that all documentation is signed appropriately and lodge the bond with The Bond Administrator.
- Copies of all documentation are provided for owners and tenants.

A bond equivalent to 4 weeks rent is collected from each tenant prior to occupancy. Possession will not be granted (keys given) unless the full bond amount has been received by our office. The bond is not released until the tenancy has been terminated and a Final Bond Inspection has been conducted and all outstanding funds, cleaning, damages been adhered to and paid.

Pet Bond – we are only allowed to hold a maximum of one \$260.00 pet bond per new tenancy, no matter how many pets the tenant has. This fee will be used towards a Pet Fumigation for fleas when the tenant vacates the property.





Rent Collection and Arrears Procedure

Rent is collected in advance on a weekly, fortnightly or monthly basis and is submitted to the owner on a monthly basis along with your monthly statement of income and expenditure. Monies are then directly deposited into your nominated bank account.

Rental Arrears will not be tolerated. We will generate Arrears reports on a daily basis. We are providing two options to our owners for how you want us to proceed with the rental arrears procedure.

Option One: your tenant will be issued a 14 day breach of agreement notice, which gives them 14 days to pay their rent. If at the end of the 14 day period, they have failed to pay any funds, they will be issued a 7 day termination notice for non-payment. If at the end of the 7 days, your tenant is still not paid up, we will lodge with the local court for vacant possession.

Option 2: we will issue your tenant a straight up 7 day Notice of Termination for non-payment of rent. If at the end of 7 days rent remains unpaid, we will lodge directly with local court for vacant possession.

Owners will be contacted prior to notices being issued for confirmation of which option they wish to proceed with. Tenants will also be contacted to be advised of which option they have been issued with.

Repairs and Maintenance

We require that all maintenance reported by the tenant be submitted in writing. We will arrange all necessary maintenance in compliance with the instructions in the Management Authority. Major items are always referred back to the lessee for consent, which we also require in writing. For non urgent major items, we will obtain quotes prior to seeking the owners approval.

In the event of emergency maintenance being reported, i.e Hot Water System, leaks etc, if the owner is not contactable, the agent will use their discretion to ensure maintenance is attended to ASAP.

Our maintenance procedure ensures that maintenance items are attended to promptly and at a reasonable cost to the owner.



Property Condition Report, Inspections and Final Bond Inspection

Property Condition Report

The Property Condition Report (PCR) is a fully detailed report that is conducted at the commencement of each new tenancy. The report details and lists everything in and around the property and its current condition, colour etc. Photo's are also taken for our records.

Routine Inspection

Routine Inspections are conducted within the first 6-8 weeks of a new tenancy commencing then every three (3) months thereafter. The purpose of these reports is to ensure that the tenants are maintaining the property to a high standard and is their opportunity to point out any maintenance or concerns they may have with the premises.

Final Bond Inspection

The Final Bond Inspection is conducted within 72 hours of a tenant vacating and handing in keys. We will take the original Property Condition Report to compare with the properties current condition. Any discrepancies are noted on the report and the tenant is then notified and given the option to remedy. Otherwise appropriate contractors will be called in and payment of accounts deducted from the tenants bond.



Contact Us

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Angela Young
Property Manager

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Maggie Sheffield
Property Manager

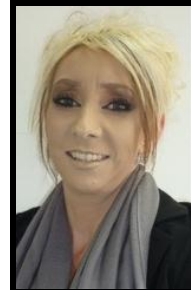
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