



**Wellington  
& Reeves**

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# **Property Management Services Booklet**

Over 65 years servicing the Great Southern property market

Dedicated team to effectively manage your investment

Personal commitment for an end to end service

After hours support for all year round management



**Wellington & Reeves**

## Serving YOU and ALBANY for Over 65 Successful years

Established in 1948, Wellington & Reeves are widely respected in the Albany area as providers of a professional, informed, and reliable service to clients in every aspect of Real Estate practice.

As a member of the Real Estate Institute of Western Australia, we are committed to the highest ethical standards.

By entrusting the management of your property to Wellington & Reeves, you are assured the personal commitment of not only your Property Manager, but the full Property Management Department.

Our activities are based and specialized in Albany and we therefore have an intimate knowledge of the local property market in and around the Albany area. This knowledge is invaluable when identifying the relevant market information required to establish a credible marketing price for your property.





# Wellington & Reeves

## Why Wellington & Reeves?

Deciding on a property management agency is a fundamental decision when taking into consideration your financial return and the overall benefit of your investment.

Thank you for the opportunity to present our Property Management service to you. Wellington & Reeves offers many years of experience in the specialized field of Property Management.

Residential property management has undergone significant changes over the last decade. The Residential Tenancies Act is an ever changing set of laws that are in place to better govern and protect landlords and tenants alike. Appointing an agent from Wellington and Reeves ensures you have the experience and knowledge to provide a service above and beyond expectations.

Our Management Services provide the following:

- Securing, checking and verifying tenant's personal and financial background
- Full legal documentation of agreements between owner and tenant
- Quarterly property inspections and detailed reports to the owner
- Bond inspections and inventory updates at commencement and termination of tenancy
- Collection of rents and account paid on owner's behalf
- General maintenance and administration of the property and execution of the owner's specific instructions
- Specific industry related computer software for detailed reporting and managing your investment finances
- The security, maintenance and regular income for the owner/investor are given our full attention at all times

Hands on management by the Directors, experienced Property Management staff and administration support ensures sound, reliable and stress-free management.





**Wellington & Reeves**

## Marketing Your Property

We will provide you will a detailed market appraisal of your property comparing rental properties for lease, and those recently leased in the same area.

Based on the location, size, special features and condition of your property we will market this property for maximum appeal to a wide range of potential tenants and aim to achieve the highest weekly rental income for your property as possible.

Current levels of supply and demand in the market place and prevailing market trends.

To ensure maximum exposure of your property, we have developed the marketing plan.

This will include:

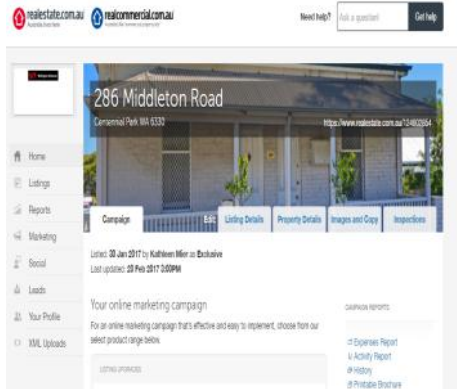
- Advertisement in the Albany Advertiser and Albany Extra
- Erecting For Lease sign out the front of the property
- Preparation of brochures for all potential tenants
- Assurance that every prospective tenant viewing will be conducted at mutually convenient times
- Creation of an effective advertisement promoting your property via the internet



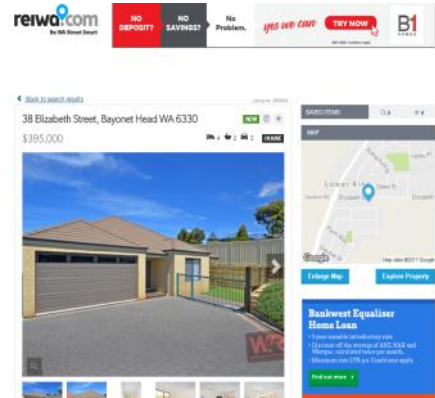


# Wellington & Reeves

## Advertising Websites



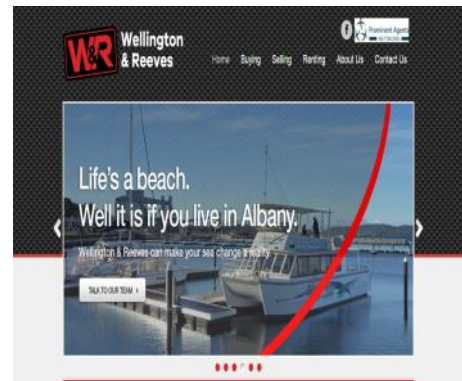
[www.realstate.com.au](http://www.realstate.com.au)



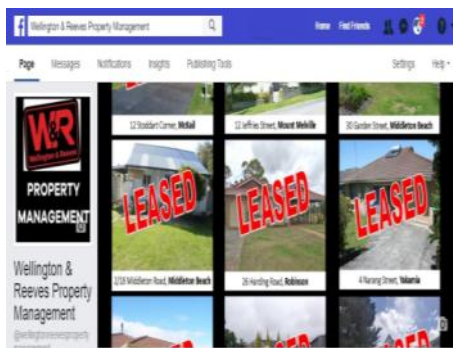
[www.reiwa.com.au](http://www.reiwa.com.au)



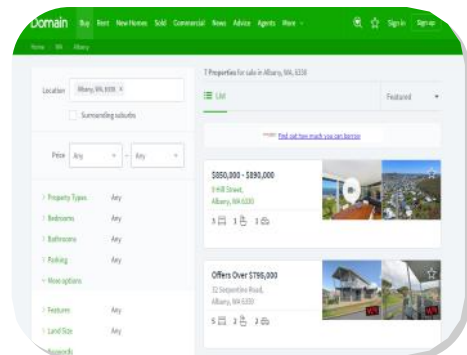
[www.homely.com.au](http://www.homely.com.au)



[www.albanyproperty.biz](http://www.albanyproperty.biz)



[www.facebook.com.au](http://www.facebook.com.au)



[www.domain.com.au](http://www.domain.com.au)





# Wellington & Reeves

## RESIDENTIAL MANAGEMENT FEES

ALL FEES ARE INCLUSIVE OF GOODS & SERVICES TAX.

### MONTHLY MANAGEMENT FEE

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The management fee is calculated at **9.35%** of rent collected for the month. Therefore if the rent collected is \$5000.00 the Management Fee will be \$467.50.

The Management Fee covers the collection of rent and other monies, control of rent arrears, rent reviews, arranging repairs and maintenance, paying of accounts, production of monthly financial statement and storage of all details relating to the management of the property.

### LETTING FEE

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The equivalent of **2 weeks rent plus GST**. The Letting Fee is charged to cover the placing of advertisements for the property, showing the property to prospective tenants, interviewing prospective tenants, checking all details of a prospective tenant, the preparation of the lease agreement and bond lodgment.

### PROPERTY CONDITION REPORT

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An accurate detailed description of your property is necessary to keep track of wear and tear and necessary maintenance. The charge for this is **\$135.00** per new tenancy. This document is used to check the property upon a tenant vacating and is updated at the change of each tenancy. A copy of this document is kept on file and a copy also given to the tenant. Dated photographs of the lawns and gardens which are put on a disc are included in the above.

### ROUTINE INSPECTIONS

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Routine Inspections are charged at **\$55.00** per time. Routine inspections are necessary to ensure that the property is being maintained in a condition as recorded in your Property Condition Report.

These inspections are also necessary to enable your Property Manager to advise of any maintenance/repairs necessary to maintain the value of your property.

### TENANCY DATABASE SEARCHES

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**\$6.05 per successful applicants only.** The Company covers the cost of all other applicant enquiries. This enquiry is through both the NTD (National Tenancy Database) & Internet TICA (TICA Default Tenancy Control Pty Ltd).





# Wellington & Reeves

## ADVERTISING

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It is necessary to advertise the property in the local newspaper, three to four weeks prior to the property becoming vacant. All properties are included on our over the counter handout, are also featured on many websites and a sign is erected out the front of the property.

**(These are all at no extra charge to our owners.)**

## POSTAGE AND PETTIES

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This includes postage, petties, telephone calls regarding maintenance etc. or calls to you, to the tenant, facsimile, e-mail, payments of accounts at **\$11.00 per month**.

## FINAL BOND INSPECTION (at the termination of the tenancy)

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A Final Bond Inspection is carried out at the end of the tenancy against the original Property Condition Report and finalizing all matters relating to the Bond. The charge for this is **\$88.00**. If there are any discrepancies between the reports we ensure that they are rectified by the outgoing tenant.

## LEASE RENEWAL FEE

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**\$55.00** This is carried out when the tenant renews their lease, and includes liaising with owner and tenant.

## COURT ATTENDANCES

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**\$66.00 per hour** up to a maximum of **\$132.00 per claim** against the relevant tenant.

## ANNUAL FINANCIAL SUMMARY REPORT

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**\$16.50** – if required.





# Wellington & Reeves

## OWNERS INFORMATION

### ADVISE AUTHORITIES

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You are required to notify the following authorities that your property is being managed by Wellington & Reeves :

- The Water Corporation
- City Of Albany

Your Property Manager can attend to this for you with a recent copy of any of the above accounts.

### EMERGENCY CONTACT

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For owners going interstate, overseas etc. we suggest that you nominate someone to act as your Power of Attorney in case of an emergency. This person must be advised of the extent of their authority. Their names and a point of contact should be noted with your Property Manager.

### SPECIAL INSTRUCTIONS

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Should you have any specific instructions regarding any of the following please advise your Property Manager and this will be noted on your managing authority.

- Pets
- Lawn mowing/ Gardening
- Inclusions/ Exclusions of the lease or premise
- Maintenance
- Warranties

### RENTS

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The tenant must pay rent on time or the lessor may issue a notice of termination and, if the rent is still not paid in full, the lessor may take action through the court to evict the tenant.

The lessor or property manager cannot request more than two weeks rent in advance or use rent paid by the tenant for the purpose of any amount payable other than rent.







## **SECURITY BONDS**

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All security bonds for our properties are forwarded to the Bond Administrator.

Interest is not payable to the tenant, owner or agent.

Unless the rent for the premises exceeds \$1200 per week, the security bond must not exceed the sum of 4 weeks rent plus a pet bond not exceeding \$260 (if a pet is permitted to be kept at the premises) The pet bond is to be used to meet costs of a fumigation of the premises.

Security bonds can be increased every 6 months if there has been an increase in rent. A pet bond applies to any pet capable of carrying parasites that can affect humans but does not apply to guide dogs.

## **GENERAL PROVISIONS; PRIVACY ACT**

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The Information collected in the lease, property condition report, and during the management of the tenancy may be disclosed by the Lessor's property manager to other parties such as permitted by the Privacy Act 1988.

Tenants must advise the agent of their full name, place of occupation and current contact details, when leaving the premises they are required to give us an address at which they will next be residing. Any changes in regard to place of occupation or contact details must be notified to the agent.

## **LOCKS & SECURITY DEVICES**

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The lessor must provide and maintain such means to ensure the premises are reasonably secure as prescribed in regulations, any lock or device at the premises must not be altered, removed or added by a lessor or tenant without consent of the other.

## **LESSORS ACCESS TO PREMISES**

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The lessor, property manager or person acting on behalf of the lessor can only enter the premises under the following circumstances:

- In case of any emergency
- To conduct up to 4 routine inspections in a 12 month period after giving the tenant at least 7 days notice, not no more than 14 days, written notice. The lessor's are welcomed to attend with the property manager, however reasonable noticed is required to both parties







## FREQUENTLY ASKED QUESTIONS

### CAN I CHOOSE THE TENANT?

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Yes, once we have suitable applications processed, we will contact you to discuss and you then make the final decision as to which applicant you would prefer as a tenant.

### CAN I INSPECT THE HOME WHEN I WANT?

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(Refer to “Lessor’s access to premises” under Owners Information section of this booklet)

### WHAT IS THE LENGTH OF THE AVERAGE TENANCY?

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It is most common that tenancies are arranged for a fixed- term agreement, being either six or twelve months. These terms are negotiated towards the expiry of each period, by first contacting you, and then submitting your offer to the tenant.

Fixed term tenancy agreements can only be terminated at the end of the agreement if either party does not want to renew the agreement, by giving written notice. The notice must be given to the other party 30 days prior to the date on which vacant possession of the premises is to be delivered to the lessor. The tenant cannot break the Tenancy Agreement without paying penalties.

Occasionally tenants, depending on circumstances, request a periodic tenancy following the expiry of the fixed term, which requires by tenants of 21 days, or 60 days from the owner, by giving written notice, to terminated the agreement,

### PAYMENT OF COUNCIL RATES, LAND TAX, WATER & OTHER CHARGES?

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The lessor must pay all rates, taxes or charges imposed in respect of the premises under *Local Government Act 1995*, the *Lad Tax Act 2002* or any written law under which a rate, tax or charge is imposed for water supply or sewerage services under the *Water Agencies Act 1984*. The lessor is responsible for any contribution levied under *Strata Titles Act 1985*.

The tenant is responsible for all Water Consumption (unless agreed otherwise), electricity, gas & all telephone landline cost.





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## **WHO'S RESPONSIBLE FOR GENERAL MAINTENANCE?**

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Both owner and tenant are responsible for the upkeep and maintenance of the property.

The tenant agrees to report all damage and any state of despair to the premises within 3 days of the same occurring. The tenant may be liable to pay for any damage caused to the premise should they neglect to report the maintenance.

The tenant is to notify the lessor as soon as possible for urgent repairs. Arrangement that are necessary to supply or restore an essential service must be carried out within 48 hours.

## **PROPERTIES NEED TO BE CLEAN AT THE START OF THE TENANCY!**

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The lessor must provide the property in a state of cleanliness and repair.

All carpets must be professionally steam cleaned prior to the tenancy.

If needed we can arrange for a cleaner/ carpet cleaner to attend on your behalf.

## **WHAT INSURANCE COVER IS NEEDED?**

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You will require Building Insurance, Landlord Protection Insurance and Contents Insurance. We urge that you discuss this with your current insurance provider to ensure you have the correct coverage.

## **HOW IS PAYMENT MADE TO THE OWNER?**

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Accounts are finalized at the end of each month and processed on the last working day of each month. Your statement will show rent received for the month less our fees and deductions for any accounts paid. Copies of accounts are attached to the statement. Your net rent proceeds are either credited electronically to your bank account or sent to you as per your instructions.

