

LANEWAY

REAL ESTATE

Our Property Management Process



Steps to success

Here's an overview of what you can expect when we manage your property for rent. We will keep you informed throughout the entire process and are always here to help.

1

MARKET APPRAISAL

With years of experience, extensive market knowledge and access to local market data, our Property Manager will provide you with a free rental appraisal.

2

LISTING AGREEMENT

We will prepare the Form 6 - Appointment of a Property Agent and send to you for approval. This is the formal agreement that allows us to represent you and your property and outlines items such as -

- Property details
- Weekly rent
- Payment methods
- Fees and charges

3

PREPARING YOUR PROPERTY FOR RENT

Prior to listing your property for rent, it's important to ensure it's ready for tenants. This can include: addressing any outstanding maintenance items, ensuring compliance with minimum housing standards, pool and smoke alarm compliance, cleaning the property to a professional standard and garden maintenance. The condition of the property will be documented in the entry condition report which records the condition of the property, including photos and comments detailing if items are clean, working and undamaged, at the start of the tenancy.

4

MARKETING CAMPAIGN

We will present you with a bespoke marketing campaign that includes a range of no cost activities to list your property for rent to ensure the best result. We will also outline the process for private inspections and open homes.

5

LISTING YOUR PROPERTY FOR RENT

Following the approval of the marketing campaign, we will schedule in the marketing campaign and officially list your property for rent. We will re-confirm details such as weekly rent and discuss access for activities such as photography, open homes and private inspections.

6

24/7 OWNER PORTAL

We will send you an invite to activate your 24/7 online owner's portal which allows you to see the current financial status of the property, download historical statements, drill down into financial activity and keep track of jobs and inspections.

7

RENTAL APPLICATIONS

We will manage the entire rental application process, organising inspections, preparation and negotiation of rental agreements, careful vetting and screening of tenants, preparation of Entry Condition Reports, and RTA compliance requirements. Suitable tenant applications will be presented to you for final approval.

8

24/7 TENANT PORTAL

We will provide tenants with access to their 24/7 online access portal which allows tenants to pay rent and invoices, see upcoming events and when rent and bills are due.

9

RENT COLLECTION, BILL MANAGEMENT & FINANCIAL REPORTING

We will manage weekly rent collection, trust account receipting and reconciliation plus provide prompt action against arrears or tenant related invoices. Month end and end of financial year statements will be provided ongoing. We can also manage your property related bills including rates and insurances.

10

ONGOING TENANT LIASION

We maintain close relationships with our tenants to ensure their ongoing comfort, inturn maximise the return on your investment and ensure the ongoing comfort of your residents and will complete quarterly inspection reports.

11

MAINTENANCE MANAGEMENT

Any maintenance items will be managed inline with the details outlined in the Form 6 Listing Agreement. We will liaise directly with contractors and tenants to ensure prompt action of any items.

12

COMPLIANCE

We are an REIQ accredited agency, ensuring we're a step ahead of industry changes and compliance. We will also ensure ongoing compliance of smoke alarms and pool safety inline with RTA requirements.



**MASTERS OF
OUR CRAFT**

Our team have an accomplished track record in property, working across sales, marketing and property management in residential real estate, master planned communities and new home construction. We're driven to empower others with knowledge and building strong, long-term relationships is at the core of everything we do.

GET IN TOUCH

Charmaine Clydesdale
rentals@lanewayrealestate.com.au
lanewayrealestate.com.au
PO BOX 4505 Springfield Q 4300

LANEWAY
— REAL ESTATE