First National Real Estate Collie & Tierney
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Making your choice

As professionals in our field we understand that choosing a Property Manager to look after your investment is an important decision and our role is to guide you through stress free and achieve the best possible result.

We appreciate you have a choice and we would love to help you moving forward and assist in the management of your property.

We look forward to discussing the next steps with you.

Kind Regards

Collie & Tierney First National Real Estate

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What is Your Property Worth?

Preparing your property for rent is very important. To help achieve the highest rent possible and to secure the most suitable tenant, we recommend your property to be presented well.

Tenants are more likely to care for your property if the presentation of your property is clean and tidy. It is not necessary to spend substantial sums of money. A clean house where everything is in working order is all that is required.

PRICING

When determining an accurate rental return that we believe your investment will achieve, there are three main elements for us to consider as noted below. We will provide you with factual information and evidence on how we have arrived at our estimated rental return and not just basic information or no information to back up our opinion, just to win your business.

Current market dynamics

Current market dynamics

Economy, interest rates, outlook, consumer sentiment, employment and wages

Current market demand

Current market demand

Based on style, condition, features and size of your property.

Comparable Properties

Comparable Properties

Recent rental returns for properties similar to yours

Estimating a fair and accurate rental return of your property comes with knowledge and experience, and here at Collie & Tierney First National we take pride in providing honest and accurate appraisals that are reflective of current market value, and not simply provide you with a price to buy your business.

We will conduct a Comparative Market Analysis Report which will provide full information on comparable investments to your property as well as statistics on the current local investment market. This report will explain how we came to our appraisal price and our suggested rental return.

Service Fees

The professional management of your property is our priority.

We are happy to discuss our management and leasing fees and the work we will undertake for each of those fees.

Click on the below link to view outline of fee schedule

Fee Schedule

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Steps to leasing your Investment property

Choosing the right property manager is crucial

That is why it is important that you understand the Collie & Tierney process to managing your property.

1. Accurate Appraisal

An appointment time to meet and appraise your property will be made. From here we will advise you of what tenants are looking for in a home and what can be done to enhance the property to ensure it is appealing to the market.

We will discuss with you market comparisons based on your property and what other rental properties are currently available, basing our insight on existing properties we manage and available rental databases of properties for lease in the region.

There are many factors that influence the pricing of property including the time of year that it becomes available and the number of similar properties for lease at the same time.

2. Marketing

Our comprehensive marketing package will help maximise the rent and help find the most suitable tenant.

Our Marketing Fee of $200.00 which includes GST is made up of the following;

Signboard at front of property
Rental handout list
Newspaper advertising
Photo's of the property
Note: Professional photo's are at an additional cost of $165.00 (inc GST) which we highly recommend to achieve the best outcome
Tenant database
Displayed on 11 websites - rent.com.au, collieandtierney.com.au, homesales.com.au, realestate.com.au, domain.com.au, realestateview.com.au, allhomes.com.au, inspectrealestate.com.au, homely.com.au, onthehouse.com.au, fnutopia.com.au

3. Inspections

At Collie & Tierney our Property Manager or their assistant will inspect the property with the prospective tenant, answering questions, whilst at the same time assessing the credibility of the applicant.

4. Verifications of Applications

We have a stringent, step by step procedure to checking suitability of all tenants.

All applicants must meet our 100 points of identification checklist before being considered as a potential tenant.

All applicants must provide previous rental history and current employment verification to confirm financial ability to pay rent. We also check all tenants on TICA, Australia's largest and most effective tenancy history database.

Good tenants are valuable and we never cut corners to ensure that we match the right tenant to the right property.

5. Application Approval

Once applications are checked and references verified, we will contact you to discuss the applications along with all references, so you can decide on the best tenant for your property.

6. Documentation

Once the tenant has been approved we equip them with all the information they need - information on how to make rental payments and payment due dates, their rights and responsibilities along with information on repairs and maintenance.

Click on link below to view our Tenant Handbook

Tenant Handbook

7. Condition Report

Before your property is leased we complete a thorough written condition report, including photographs to ensure the condition of the property is accurately recorded.

8. Hand Over Keys

It's time to welcome the tenants to their new home.

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Our Tenancy Management Process

At Collie & Tierney we make the management of owning your investment property easy. Once we have completed the tenancy selection process, listed below are some of the other processes that we look after on your behalf.

COLLECTING RENT

Rent is payable in advance by the tenant and should reach our office on or before the due date. We are strictly a cashless office and give tenants several options to pay their rent to assist in avoiding late payments and minimizing arrears.

Our payment options include;

BPay
Direct Debit
Centrepay
Eftpos

FINANCIAL REPORTING

Payments are made to you as the owner via electronic funds transfer to a nominated bank account. Payments are made either monthly or bi-monthly. We issue a statement showing the income and expenditure monthly, which are either posted or emailed. At the end of the financial year, we are able to provide a complete financial year statement for taxation purposes.

We can also pay authorised accounts for the property on your behalf which include council and water rates, owner's corporation fees, insurance, maintenance contractor's accounts etc.

ROUTINE INSPECTION

It is important that we ensure that tenants are caring for and maintaining your property. We conduct the first routine inspection at the end of the first three months of the new tenancy. Thereafter routine inspections are conducted every 6 months, along with a final inspection at the end of the tenancy.

A SMS will be sent to you once the routine has been completed followed by a detailed report with attached photos.

If requested, we can also arrange for an annual sales appraisal.

RENT REVIEWS

We conduct annual rent reviews to ensure we are charging your tenant the current market rental. In recent times, rental pricing has been rising and it is important that we keep up with the current market to ensure your returns are maximized.

60 days prior to the review date we will begin the process by researching comparable properties currently on the market and what has recently leased. We will contact you to discuss findings and make recommendations. If you instruct us to increase the rent, a 60 days notice of rent increase is sent to the tenant via registered post as per legislation.

MAINTENANCE

When maintenance is required on your investment property, we endeavor to consult you first prior to any work being carried out. Maintenance will only be organised in an extreme emergency where we cannot make contact with you.

Collie & Tierney have established a team of tradespeople who are reliable, qualified and insured. They offer their services at competitive rates based on our long association with them and the volume of business we provide. Should you wish, you can choose to have your own nominated tradespeople. If maintenance is required, we will ensure that you are kept informed at all stages of the process.

ARREARS

Collie & Tierney have a zero-tolerance policy for rental arrears. Our arrears are monitored daily.

3 Days late - We will send a SMS Text

5-7 Days late - Phone call / SMS and letter

7-12 Days late - Phone call / SMS and letter

14 Days late - Notice to vacate

Eviction will follow if the problem is not remedied along with tenancy lodged on TICA, a national tenant history data base.

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Legislation

At Collie & Tierney we are well versed in the legislation and the changes within the legislation, so that we can keep you updated at all times, thus minimising any risk.

As legislation and paperwork is such a complex area in Property Management we are constantly updating our systems and procedures and providing our staff with regular training.

We have also recently appointed a Compliance Officer to take care of the new legislation regarding gas and electrical safety checks.

Residential rental providers have certain responsibilities for gas and electrical safety.

The Residential Tenancies Regulations 2021 (RTR) now require all Residential Rental Properties to undergo an **Annual Smoke Alarm Safety Service**, **a Two-Yearly Gas Safety** and **Carbon Monoxide Service** and a **Two-Yearly Electrical Safety Service**.

These Services have been made **MANDATORY** to ensure the safety of Residential Rental Properties and their renters.

Collie & Tierney have sourced local contractors for our landlords to complete the **Annual Smoke Alarm Safety Service** and **Two-Yearly Gas** & **Electrical Compliance Safety checks**.

For further information click on link below

Rental Provider Safety Check

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What sets us apart

Some of the areas that sets us apart from the rest

We have a dedicated rental Director to ensure the department is managed professionally and is available at all times.
We have a step by step procedure for checking tenants to ensure we are putting quality tenants into properties. We never cut corners with this process and communicate with you prior to approving any tenant.
Routine inspections are conducted after the first three months of the tenancy and then every six months thereafter and are always up to date.
Our fully completed tenancy applications are processed within 48 hours. Pending availability of references.
Our staff attend regular training to ensure they are up to date with current legislation and regular practice.
Our Property Managers are easy to contact and return calls/emails promptly.
We carry out annual rent reviews to ensure maximum market rent is collected.
We have a ZERO tolerance arrears policy and an action plan to handle arrears from one day overdue.
Our Property Managers give you updates when your property is being marketed for lease, we also advertise through the Sunraysia Daily's free delivery, stand alone property guide each Friday and Saturday.
Our rental operating system Rest, including file smart; a paperless filing system, ensures all invoices and accounts are emailed along with statements.

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Next Step

Should you choose Collie & Tierney First National to manage your investment property, we can promise you will be in good hands.

Thank you once again for the opportunity to submit this proposal for the management of your property.

We look forward to discussing your investment in more detail when you have had time to review this information.

Kind Regards

Collie & Tierney First National Real Estate