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customerservice@firstnational.com.au

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Introduction

Welcome, and thank you for considering engaging our property management services at First National Utopia X Training.

The following serves as a guide for some of the key things you need to know, should you choose to have us manage your investment property. We hope you find this useful in developing an understanding of our people, procedures, processes, and more generally, the way in which we put you first during this next step in your property ownership journey.

We hope that this comprehensive booklet gives you a detailed insight into how our property management services can benefit you, however, should you have further questions after reading the below, please do not hesitate to contact a member of our experienced property management team.

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Our Property Management Team

Our property management team is made up of a number of experienced real estate specialists across leasing, property administration, the tenancy process, and everything involved in the maintenance and management of your home.

Built on a foundation of superb customer service and exceptional results for our clients, the property management team at First National Utopia X Training is ready to put you first, when you entrust us with your investment for the years to come.

Without further ado, it's time to meet the team...

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Our Property Management Services

At First National Utopia X Training, we pride ourselves on delivering a full-service offering for our clients and their investment property, ensuring that we are there every step of the way, to make the process as seamless as possible. These are the steps we take to ensure the best possible management of your investment:

1. Accurate appraisal of your property to maximise your returns
2. Marketing your property appropriately based on its strongest attributes
3. Conducting viewings, screening applicants, and assisting you to select the right tenant/s for your property
4. Preparing your property for new tenants and conducting thorough condition reports
5. Ongoing management and maintenance throughout the tenancy period

We take pride in the property management services that we offer to our clients, and we want to ensure that you feel safe leaving your property in our capable hands. If you have any questions about the process or the services we offer, please do not hesitate to contact a member of our property management team.

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How We Determine Your Property's Rental Value

Accurately appraising the rent achievable for your property is critical in assuring we provide you the best possible service. This is something we do not take lightly and we carefully consider a number of factors that influence your income earning potential. These include but are not limited to local area market trends, industry data, property features, the quality of the build, and the overall presentation of your property.

Our property management team are incredibly experienced, we pride ourselves on our local knowledge, and also our ability to secure the best possible return for your investment. Most importantly, we make sure we provide realistic estimates, and prioritise making our clients feel as though we are not only providing an honest insight, but that we also have their best interests at heart.

Property Marketing

As part of one of Australia's largest real estate networks, we have access to cutting edge, industry leading technology that enables us to market your property effectively across a range of mediums. Striking a blend of digital advertising through programmatic, social media, video, graphic design, and database marketing, along with the tried-and-true methods of print, signage, and direct mail, we will tailor a multi-faceted advertising campaign to the specific nature of your home.

To fully leverage this campaign, it is critical that your property is presented to the highest standard. This assures it will appeal to as many different potential tenants as possible. To make sure your property is presented in the best possible light, we strive to highlight everything about your property that creates an attractive leasing opportunity.

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The Tenancy Process

Choosing the appropriate tenant for your property is paramount. Whilst the final decision is of course up to you, we will always endeavour to provide our best insights as to the best tenant to lease your property.

The process of selecting the right tenant for your property begins viewings at your property accompanied by our property management team. This enables potential tenants to immerse themselves in the property and get a clear understanding as to whether it suits their lifestyle. From here, for those that apply, we will conduct extensive screening to understand whether the applicant can afford to pay your rent on an ongoing basis and that they are of an appropriate character.

We keep you informed throughout the entire process and make sure that you have a clear picture of the tenant. You can then be rest assured that the individual you approve to occupy your property will treat it with appropriate care and consideration.

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Management Fees

Our management fees accurately reflect the quality of service we provide when managing your property. Our fees and charges enable us to provide premium services to you and your tenant, enabling us to streamline the investment property journey and maximise your return on investment.

What are you paying for?

- [ ] Collect rent as per rental agreement terms
- [ ] Ingoing inspection and condition report
- [ ] Outgoing inspection and vacating processes
- [ ] Monitor rent arrears daily
- [ ] Negotiate security deposit disbursement
- [ ] Zero Tolerance Rent Arrears Policy
- [ ] Educate renters of their rights and responsibilities

Inspection Procedures

We conduct regular inspections to monitor the condition of the property and check that tenants are complying with their obligations.

Our property managers communicate immediately with renters about the condition of the property and provide reminders to the renter via SMS and/or email, about upcoming inspections. Regular inspections enable us to ensure your property is maintained in good condition and the tenant is meeting your expectations.

Ongoing Service

Our team continues to provide quality service to you to ensure you are getting the best price from the best renter. We conduct periodic inspections to ensure your property is maintained to your standard and have a zero tolerance arrears policy when it comes to rental payments.

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Why Choose Us?

First National Utopia X Training is renowned for providing the best service, advice and value to customers - and upholding a good reputation. Our agents are experienced in property management and understand that investment properties are a major financial undertaking for a landlord, so therefore requires careful consideration of your personal situation.

As one of the top agencies in the country, here is what we offer:

- [ ] Routine inspections are conducted after the first three months of the tenancy and then every six months thereafter, meaning we are always up-to-date in understanding the status of your property
- [ ] 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 to seek your approval of any tenant
- [ ] 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 best practice
- [ ] We have a zero tolerance arrears policy and an action plan to handle arrears from one day overdue
- [ ] Our automated arrears notification system keeps you advised of any late payments
- [ ] Early response to maintenance requests is key to maintaining your property and renter relations

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Next Steps

By choosing First National Utopia X Training, you can rest assured that your property will be in good hands. We thank you in advance for considering us for the management of your property and assure you that we will endeavour to provide a high-quality experience throughout the property journey, should we be appointed.

Our team looks forward to discussing your investment in more detail when you have had time to review this information.

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FAQs

1. How do you establish my property's weekly rental value?
Our agents compile a Comparative Market Analysis (CMA) to establish the maximum rent achievable within the shortest possible time frame. The CMA takes into consideration the demand and current availability of competing properties and factors such as location and features.

2. Can I access my property while tenants are in place?
Yes. When there are tenants in place, we do have to respect their legal rights to peaceful enjoyment of the property, however, with the appropriate notice you are still able to access your property. If you would like to complete an inspection of the premises, we need to give the tenants X days written notice, however, if you would like to attend to maintenance or inspect major works or maintenance that has recently been completed, you are able to access the property with 24 hours clear notice to the tenant, which our agency can arrange on your behalf.

3. Do I really need landlord insurance?
We do recommend landlords take out relevant Landlord Insurance to protect against unexpected costs.

4. What happens if the tenant falls behind with their rental payments?
Our office has a zero-tolerance policy when it comes to rental arrears. Once a tenant has exceeded a 48-hour grace period to account for banking delays we begin our arrears procedure, issuing a text message reminding them of their obligations to always remain in advance with their payments and advising of the possible consequences for defaulting with payments. The tenants are then sent a further text message at 7 days in arrears as a last warning before a formal notice is issued on the 8th day as per the requirements of the Residential Tenancies Act.

<u>Our Rental Arrears Policy:</u>

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 database

5. Should I allow pets at my property?

By not considering applications from tenants with pets you are immediately eliminating a large number of prospective tenants. We understand that while you do not want to limit prospective tenants, your investment needs to be protected so if you are willing to consider applications from tenants with pets, we conduct additional 'pet checks' and request that strict additional terms of tenancy be adhered to. These additional terms relate to the management of their pet throughout the tenancy and the maintenance of your property's condition.