MANAGEMENT PROPOSAL

OUR EXPERIENCE IS
YOUR ASSURANCE

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Our Difference

Brogan + Ryan Real Estate provide a highly professional Property Management Service, giving properties the attention required to maximise your returns by protecting your valuable investment.

Each of our dedicated Team Members has the company mission statement as their motto “Our Experience Is Your Assurance!!”, providing the highest quality service to our clients, with the promising results of increased value potential of the properties. With years of success in the industry and achieving highly rewarding gains, our promise is to offer you:

- Not only a team of skilled Property Management Specialists dedicated to your property, but a unique “hands on” approach by the principals to Property Management
- Superior systems and technology in place to help manage and update you
- Professional and courteous service at all times with numerous communication avenues available
- A commitment to managing your property as if it were our own asset

Our No-Risk Guarantee

Brogan + Ryan Real Estate are so committed to assure the quality of our Property Management Service that we offer you a Written No-Risk Guarantee. With this guarantee in place, if you are not satisfied that we have offered our highest level of service after the first three months, we will offer you a 90 Day Money Back Guarantee!

- You will receive the highest rent possible for your property
- Your information will be kept confidential.
- To only show qualified tenants through your property
- Coordinating advertising for tenants in local/metropolitan newspapers as required
- Assessment & handling - property maintenance
- Digital photographic slide show for prospective tenants and/or your records
- Expert knowledge of the Antidiscrimination Act dealing fairly with all parties
- Internal systems audited monthly
- Tax returns coordinated and arranged for overseas lessors
- Lessors quarterly newsletter
- Access to Tenancy Information Centre of Australia and New Zealand.

- Your interests are our prime concern, always remembering we work for you!!
- Regular Property Inspection Report to you
- Monthly and end of year statement for taxation purposes
- Discounted property maintenance program for your lawns/gardens (optional)
- A detailed competitive market appraisal
- Expertise in the application of the Residential Tenancies Act 1994
- All funds processed through an audited trust account
- Expert and efficient bond management
- Coordinating of tax depreciation
- Schedules to maximise your return
- 24/7 emergency maintenance service for your tenant
- FINALLY - to tell you the truth at all times.

Excluding Letting Fees and Postage & Handling.
The Way We Look After You with Portfolio Management

At Brogan + Ryan each staff member has the benefit of working in a team environment with both business owners being involved in the day to day running of the business. Regular weekly meetings & in-house training are held to ensure each staff member benefits from the collective experience of the team. We believe in maintaining a high level of personal service. To achieve this, each property is managed by a Senior Property Manager. This person is your primary point of contact for the day to day administration and management of your investment property. If you need additional support, you have ready access to either Max Ryan or Ben Douglas, who are the owners of Brogan + Ryan Real Estate and fully versed with Property Management.

Your Property Manager makes it easy by acting as the central point of contact between yourself and the tenant, giving you the peace of mind you never have to deal directly with your tenant.

You can be assured that the property managers and their assistants are constantly on the ball and have a thorough knowledge of your property.

A Welcoming & Productive Environment

Our offices have been designed with the owner and the tenant in mind. Our head office is located at Robina. Our clients have access to private interview rooms and a dedicated board room for client appointments. All meeting rooms have data points and our dedicated tenant room is setup with audio visual information sessions ensuring your tenant is well educated regarding their responsibilities prior to moving into your investment property and during the tenancy.

Staff and Procedure

Currently in place we have staff procedures that see your property as the most important aspect of the job at hand. No expense has been spared with our systems and procedures to ensure our clients have access to cutting edge systems and procedures. You will be kept informed 100% of the way, and we guarantee the most consistent level of service possible. It’s all part of Brogan + Ryan Real Estate’s commitment to better ourselves and our service delivery to you.

Property Management Aims

Our aim is to successfully manage your property through portfolio management and how we achieve this is:

- To provide the highest quality of service to you at all times, by listening to what you wish us to achieve and by acting upon these requests.
- To maximise the highest return on your property, by maintaining your property to the highest of standards and to ensure this is done with minimum outlay.
- To maintain a professional service that keeps you up to date and informed on guidelines that change in the industry and to provide you with all information that can be viable to you as a property owner.
**Experienced Professional Specialists**

The Team Members at Brogan + Ryan Real Estate have all been carefully selected according to previous experience and qualifications. Leading our team are Ben Douglas & Max Ryan, who are industry recognised for their achievements in Property Management. Ben regularly Guest Speaks at National Conferences, including 2008 TCE National Conference & 2009 Leading Property Managers of Australia Conference. Our team have a combined total of over 50 years of experience in the Property Management/Real Estate industry and comply with the following:

- Licensed Real Estate Office.
- Registered Salespeople with Consumer Affairs Department.
- Completion of our in-house induction training and development.
- Member of T.I.C.A.
- Certificates in Real Estate Management.
- R.E.I.Q Member Office.

Our Property Managers have all completed comprehensive property based training, and they attend regular training courses and seminars to encourage improvements and developments for you, the customer, and the business as a whole.

Our Support Team is also well qualified, each attending regular courses to gain important knowledge to assist the Property Managers best manage your property.

All Brogan + Ryan Property Management Team Members have completed various database, customer service and software operation-training sessions to enable them to professionally manage their portfolio and duties associated with this task.

We are confident that our Management and staff are of the highest level to make your experience with us professional, pleasant and efficient at all times.
**Meet the Team**

**Ben Douglas – Business Development Manager / Director**


Ben is a self driven enthusiastic professional who has the passion, experience and empathy necessary to deliver premium results for the landlord and the tenant. Ben has a wealth of knowledge in all aspects of Real Estate Property Management and is always on hand to offer our valued lessors his expert assistance. When he is not at work (which is rare) he enjoys spending time with his wife and young son, attending motor sport events, and boating on the Broadwater.

**Max Ryan – Director**

Max has specialised in South East Queensland land and residential property sales for more than twenty years. He quickly learnt that business can only be built through trust, friendship and strong personal relationships. Max, in partnership, established Brogan & Ryan Real Estate in 1999 and is one of a few agents who has the knowledge and expertise to sell all types of property. Outside the office, you will find him either fishing, playing golf or having a BBQ and fine wine with his family and friends.

**Desiree Reeson**

With a career spanning in excess of 14 years in property management, Desiree has been awarded numerous accolades including Property Manager of the Year from the Professionals Group Q.L,D. and R.E.I.Q. Finalist.

Her experience includes all facets of Property Management with a strong desire to further develop her knowledge, most recently undertaking the full Real Estate License due to be completed in 2009.

Desiree is committed to providing the best possible service to both landlords and tenants. She practices both personally and in business her own "code of ethics" and believes we should all maintain a high level of conduct at all times.
Getting Your Property Known and Out There

The aim of marketing rental properties is to achieve the best possible return under the best possible conditions. Unfortunately, doing this effectively is not as simple as placing an advertisement in the local newspaper.

Local knowledge is vital. What are the other properties on the market? How strong is the local demand? What is an achievable rent level that will satisfy your requirements while maximising the occupancy? These are questions that we can answer.

Once The Brogan + Ryan team has your property listed we are 100% dedicated to marketing your property and renting it for the highest value possible in the quickest professional way. With all of these factors in mind Brogan + Ryan has developed an extensive marketing plan to get your asset rented. Our personalised and positive approach teamed with our solid industry experience will actively sell your property to prospective tenants.

**DVD**

One of the newest features developed is the Virtual tour on DVD available in the office for prospective tenants to view. Detailed pictures of the exterior and interior of our rental properties will be featured. This is an optional service for a small additional fee.

**Newspaper**

We place ads on your behalf within the local newspaper. Extensive research, training and experience ensures our advertisements stand out from the rest.

**Internet**

All properties are placed on our website that is constantly being updated 24/7. Once available, properties will be able to be viewed 24 hours a day. Properties available and coming available for rent will be updated daily onto our Internet web page displaying your property both nationally and internationally on www.realestate.com.au in the form of either a standard advertisement or a “Feature Add”. Our site will be promoted on all stationary, to the general community, business, human resource agencies, universities, students, and the government sector. The user friendly website will be a valuable tool for prospective tenants to locate rental properties.
**Open Houses**

Our office undertakes to do a minimum of one Open House at your property when marketing it for rental. We have found Open Houses extremely successful in renting properties, and this method plays a major part in our overall marketing procedure.

**Property Signage**

For Rent signs are placed in a front window or on the road frontage of the property, unless otherwise instructed. This is a great way for the neighbouring community to observe the signage and create demand for your property. It is a proven method to achieve results.

**Database of Prospective Tenants**

Many of our existing clientele of tenants are looking to move for various reasons including needing a larger home, or their current home has been sold. We are often successful in re-locating current tenants to an available property.

Brogan + Ryan Real Estate have a database of over 5000 tenants throughout the Gold Coast, ensuring your property is tenanted faster resulting in minimal vacancy and maximum rental return.
Selection Process

Your tenants will be the custodians of your property, and good tenants will accept the responsibility of caring for it and treating it with respect and consideration. At Brogan + Ryan Real Estate, we believe that tenant selection is all about matching the right tenant to suit your property. Our stringent selection process reduces the risk to your property, as we will not recommend a tenant to you unless they meet our high standards on every criteria. Only when we are satisfied by the application tendered by a tenant, will we contact you for your final approval of the applicant.

The Steps In Our Tenant Selection Process Are:

- A thorough inspection of the property with a Brogan & Ryan Representative
- A personal interview with the prospective tenant
- Proof of identity by driver’s licence, passport, or other official documentation
- Contacting previous lessors and agents regarding the potential tenant’s rental history
- Obtaining a report from T.I.C.A. regarding any default history by the prospective tenant
- An assessment is made of the prospective tenant’s ability to meet rental payment obligations (by contacting their current employer and/or other sources of income)
- Suitability to the property
- Assessing stability in the application

TICA—Tenancy Information Centre of Australia And New Zealand

TICA is a web based program that monitors the rental industry in Australia and New Zealand for subscribing members. It registers defaulting tenants on rent and damage to the previous tenancy, and any other issues associated with the tenant’s previous residence. Every tenant must have a clear record just like a credit check. If they become your tenant we attach a copy of this clear bill in your property folder, for your own peace of mind. Every tenant signs a Privacy Act Acknowledgment Form enabling us to do the following checks to make sure they are a high quality tenant to place in your property.

Risk Management

All of our highly qualified Team Managers are trained and experienced in tenant selection. This experience, coupled with our background checks (the most stringent allowable by the law under the Privacy and Anti-Discrimination Acts), has resulted in an excellent track record of avoiding defaulting and problem tenancies.
Why They Are All So Important

The Queensland Residential Tenancies Act (RTA), that governs rentals and currently has no less than 19 forms which are required to be administered at certain periods during a tenancy. Each form has an established procedure and guidelines under which it must be completed and forwarded to the tenant. Failure to follow these guidelines can result in substantial fines by the R.T.A., in addition to placing your tenancy agreement in jeopardy.

We Manage Your Paperwork for You

To ensure all owners’ legal rights are protected Brogan + Ryan Real Estate has a policy in place that all documents are thoroughly checked for accuracy with T’s crossed and I’s dotted.

Throughout the duration of the tenancy, our professional team will prepare all documentation, required by law, on your behalf. Brogan + Ryan Real Estate ensures that all the necessary forms are completed and administered correctly so that your property’s tenancy is not placed under any unnecessary degree of risk.

While all necessary documents are an important part of establishing a stable tenancy, the most important document relating to any tenancy is the Tenancy Agreement. It is essential that this form be prepared correctly so that there are no loopholes, which may legally allow a tenant to exit a tenancy agreement prematurely.

Listed below are just some of the documents which may be required during a tenancy:

- Application Form for Refund of Rental Bond
- Transfer of Rental Bond Form
- Notice to Remedy Breach
- Mediation Notice
- Notice to Leave
- Dispute Notice
- Abandonment Termination Notice

…Some forms are a mandatory part of a tenancy:
- Tenancy Agreement + Special Conditions and Attachments
- Entry Condition Report
- Exit Condition Report
- Bond Lodgement Form
- Notice of Intention to Vacate
- Entry Notice
Easy, Convenient Options for Tenants

All tenants are given the following options for rental payments:

**Option 1**

**Ezidebit.com.au**

Using world class ecommerce technology and Real Estate Technologies we are revolutionising the way that rent is managed and processed in Australia, and Brogan + Ryan are now offering this exciting payment option to tenants. Never before has it been this easy for tenants to pay their rent.

Ezidebit is cost effective (no cost to the lessor) and offers the tenant a convenient way to make regular rental payments from the account of their choice.

Plus, Ezidebit allows tenants to make payments from all banks, building societies and credit unions, as well as Visa, MasterCard, American Express and Diners Club.

Most importantly, with automated rental payments, there are less rental arrears.

Further information can be viewed at ezidebit.com.au

**Option 2**

Paying the rent is as easy as “can B”. BPAY is a simple way for tenants to pay their rent at a time that suits them, seven days a week, day or night.

BPAY makes paying the rent easy and convenient, and again at no cost to the Lessor.
We do more for you than just collect the rent;
We are the ‘eyes and ears’ for your property

At Brogan + Ryan we make sure that we manage your property and treat it like it was one of our own. We can do more for you than just collect your rent, making it even easier for international and interstate owners to rest assured that their property is in good hands. We can take care of all payments associated with your property, and account for them on your monthly statement and your tax friendly End of Financial Year Statement.

These can include:

- City Council Rates
- Body Corporate Fees
- Property Insurance Premiums
- Repairs and Maintenance
- Mortgage Payments
- And anything else property related
Prior to Occupation

A full and detailed inspection is conducted on the property by our agency (Entry Condition Report), which is provided to the tenant to check and return to the agency. This report is saved electronically and used again when the tenant vacates the property to ensure there has been no damage to your investment.

During Occupation

Regular programmed inspections are an important part of Property Management. They provide information as to the condition of the property, assist in determining new rent levels at rent reviews and alert us to any potential problems or expenses. In addition, they remind the tenants that someone has a continuing interest in the condition of the property.

At Brogan + Ryan Real Estate, we understand that in order to provide you and your tenant with the best possible service, there must be a balance between inspections that:

Make sure the tenant is upholding their responsibilities to care for the property, and

Minimise any inconvenience to those tenants who have demonstrated a high level of responsibility and care for the property.

Our first comprehensive routine inspection is normally carried out at three months or, with brand new properties, our first inspection is done at 4-5 months, allowing us to do a full building warranty check just prior the 6 month lapse period under your Building Contract. Thereafter, we decide when the next inspection will be done. This will depend on:

1. Any outstanding maintenance that we may need to follow up on shortly after our initial inspection.
2. The nature and history of the tenant (condition of the property following previous inspection, rental payment history).
3. Any inspections you may wish to carry out with us.

After every inspection of a property, we take the following steps:

1. Send you a report, outlining the condition of the property, including photos (if applicable).
2. We will also detail the manner in which the tenants are maintaining the property.
3. We discuss with the tenant any areas that require attention or improvement.
Repairs and Maintenance

Prompt attention to legitimate repairs and maintenance can be the difference between disgruntled and happy tenants. It is also a vital part of maintaining the value of your property and achieving the best rental return. At Brogan + Ryan Real Estate we have established a team of reliable, competent tradesmen. They are available at call to solve any problems or attend to any regular maintenance programs. Alternatively, we are happy to use any specific tradespeople you may prefer to use.

Therefore, we offer our property owners two easy Repair and Maintenance Options:

Option 1

You can provide us with a limit of expenditure for repairs and maintenance for your property (usually the equivalent to two weeks rent as a minimum). We will, of course, keep you informed every moment with details of any repairs required. At Brogan + Ryan Real Estate, we constantly monitor the performance of our contractors, in relation to cost, service and quality of work performed. This means that we only employ the best contractors available for the maintenance of your property. All our contractors must enter into a contract with us which states that they are licensed tradespeople, and prove that they carry their own Contractors Insurance and Public Liability Insurance. Most of them have worked for us for a long period of time, and understand the high standard of work required by this agency.

Option 2

We can contact your nominated tradesperson. It is worth noting that in accordance with the Residential Tenancies Authority, in the event of an emergency, should your nominated tradesperson not be available, the tenant can arrange the repairs themselves.
External Property Care Programme

Brogan & Ryan Real Estate have developed a unique 2 tier property care system for gardens, lawns, driveway & paths, as an option service.

We will arrange a lawn service, edging, weed spray for lawns & gardens, pathways/driveway tidied, for a yearly cost quoted specific to your property. There is no charge for us to obtain a quote on your behalf. In most cases all or some of the costs can be paid for by your tenant.

We can have your lawns/gardens treated with our unique fertilizer which is a slow release product and requires no additional watering. We recommend the treatment twice a year. At the same time pruning of shrubs will be done. We can arrange a quote on your behalf.

You can be confident in our guarantee to you, that Brogan + Ryan Real Estate does not make any benefit financially or otherwise in arranging quotes or work on your behalf.

Insurance – Protecting Our Owners

Your property is an important asset that is worth protecting, and because there is always a degree of risk associated with owning something of value, we recommend as an optional extra that property owners take out Lessor Protection Insurance.

Peace of Mind For Landlords

Many standard insurance policies do not cover the risks often associated with rental properties such as malicious damage or theft by tenants and their guests. Lessor Protection Insurance is specifically designed for landlords and should provide comprehensive cover for your property including:

- Loss of rent
- Malicious damage
- Legal liabilities

Brogan + Ryan can assist with any general enquiries you may have regarding the policy.
**Pool Maintenance**

If your investment property has a pool, we recommend having a regular pool service to prevent unnecessary and unwanted repairs. We recommend two options:

Standard monthly pool service at a cost of $40. This includes cleaning the pool, checking water levels, doing a chemical test and providing the tenants with the report, adding chemicals at the tenants cost, and checking all pool equipment and pumps.

Complete monthly pool service at a cost of $64. This includes all of Option 1 and all chemicals. This is the ultimate in reassurance – you know your pool is getting the best of care!!

With both options, in many cases some or all of the costs can be built into the rental paid by the tenant.

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**Building Insurance – Why We Recommend & Insist On It!!**

If your investment property is a house, then it is important to insure the actual building. This involves a separate policy to the ones listed above. While rental units are insured with the Body Corporate in most cases, houses require building insurance policies to cover the building in the case of damage.

As part of most building insurance policies, a lessor’s fixtures and fittings (such as carpets and curtains etc) are covered as an extension. Beyond this cover is also normally included for public liability, usually for twenty million dollars. These details and more are an important distinction from a standard policy and that needed for an investment property.

Units, townhouses or other properties involving a Body Corporate have different building insurance needs. As previously stated the basic building is covered by the Body Corporate, however a lessor’s fixtures and fittings are NOT covered. This, coupled with a need to cover the public liability risk for tenants and their guests inside the property, makes Lessor Protection Insurance very appealing for lessors with Body Corporate.
Email, Phone, Fax/Correspondence

We have three main channels of contact:

1. E-mail is available 24 hours a day and during business hours Brogan + Ryan Real Estate endeavours to respond at the first available opportunity. Each staff member have their own dedicated computer with fast internet access dedicated to emails and Internet Database Checks. Our preferred contact method is this channel, due to the efficiency levels it provides.

2. To receive the highest quality service for all business related matters, phone calls are best made during business hours. This is so that all information is accessible and on hand within the office. Emergency home contact is available 24 hours a day 7 days a week via a mobile emergency contact number that we provide.

Fax/Correspondence is the other alternative channel; we have a 24-hour fax line that is checked regularly during business hours. We endeavour to respond to faxes and correspondence in a timely manner once all information requested has been gathered.

Newsletter – Monthly

At Brogan + Ryan we endeavour to send out a newsletter every month. This newsletter is to keep you up to date on any news and happening events that occur within the industry and also our rental office. This has proven in the past to be very educational to owners, as not all are able to keep up to date with the way the industry is moving due to work and other outside commitments.

Receiving Statements

At Brogan + Ryan, we email or post regular monthly statements, both nationally and internationally. You will also receive an annual statement, which summarises all income and expenditure to help simplify your records for tax purposes.

Payments of Your Funds

Payments of your funds are via Electronic Funds Transfer directly into your nominated bank account either once or twice a month depending on the instructions given to us by you on commencement of our services.
Managing Your Own Investment Has Its Dangers….

As the Owner of an investment property there may be problems associated with managing it yourself. As a private lessor, it is unlikely you will have full facilities available to do the necessary reference checks on prospective tenants. As an agency, Brogan + Ryan have many avenues available to “check out” your prospective tenants. These mediums are only available to Licensed Real Estate Agents.

Experienced Property Managers know the information supplied by the tenant is not necessarily correct or complete enough to make an informed decision. With an elite management team such as Brogan + Ryan, you can be confident of finding the most suitable tenant for your property, with the best returns on your investment. After all, the majority of real estate investments are structured to obtain good capital growth over the long term. Brogan + Ryan are therefore extremely selective of the occupants of these assets.

Another major concern is possible litigation that can result from not being aware of the continual changes to the Residential Tenancy Act and other legislation that governs the way properties are managed. This is a serious risk associated with managing your investment yourself. However, Brogan + Ryan are constantly updating their knowledge and have all the associated software and technology to keep abreast of changes to various Acts.
If you have any queries regarding any of our fees, please don’t hesitate to contact our office. Brogan + Ryan Real Estate’s lines of communication are always open.
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While we can give you the reasons why Brogan + Ryan are leaders in the field of Property Management, we believe it is important you hear from the people that count, our clients who own the properties!!

Dear Ben,

We are very glad to have you as our property manager for the two properties. We found your services to be very efficient and prompt. In the short time we have come to know you, you have proved to us your competency in resolving difficulties and we are very satisfied with the outcome.

We also appreciate good communications with you. Our experiences in the past have been negative and absolutely frustrating. You have changed our perceptions, and now for the first time we can rest assured that both the properties are in very capable hands. It is good to know that they are being taken care of by a very responsible manager and his team. Especially so, now that we are no longer in Queensland, and are not able to return as often as we would like to. We welcome this peace of mind.

I highly recommend you to my friends and do keep up the good work!

Kind regards,

Dear Ben,

Thank you Ben, the photos are excellent and very revealing....

I may need to come over again, and I am going to fax you a competitor offering showing 7% service agent fee. However you have been such a help I am prepared to agree to your initial offering of a 7.5% service agents/tenancy fee.

Thanks,

Brett

Please visit our website for more testimonials from our existing clients.
If you’re still not sure….

Here’s what our clients have to say:

**Dear Ben,**

**Business first. Mid month disbursement would be appreciated.**

Judith and I would like to take this opportunity to thank you for your assistance, co-operation and professionalism you have displayed since commencing management of our rental property. We know it hasn’t been easy with the difficulties experienced along the way but your assistance in keeping us updated by phone, e-mails and photographs has made the journey much more enjoyable. The photographs have been exceptionally helpful in my discussions with "The Builder", as it has been difficult managing it from Melbourne. However your assistance made it that much easier.

Owing to the School Holiday period which is now upon us we have decided to delay our visit to Queensland until the end of September or early October.

In closing Ben we reiterate our appreciation to you for your assistance, co-operation and professionalism and look forward to seeing you when we visit Queensland.

Regards,

J & G Stillman

---

**Dear Ben,**

I am writing to thank you and our staff for the excellent service we have received.

After purchasing our investment property we spent a few weeks looking for a suitable agency to manage the property. Luckily we heard of your company through a property developer in Jacobs Ridge who had in turn heard of your company from one of their clients. Brogan + Ryan Real Estate came very highly recommended to us. After reviewing and comparing your Marketing Proposal with that of a few Property Management Agencies we made the decision to move forward with Brogan + Ryan Real Estate and are very pleased that we did. The advertisements you placed were well written and effective, your marketing is thorough and we are very happy to now have the property tenanted in a relatively short time! A special thanks to Rebecca for always promptly replying to any queries and going out of her way on numerous occasions.

Thanks to all at Brogan + Ryan Real Estate.

Kind Regards,

A & J van der Westhuizen
Step-by-Step guide to complete the enclosed PAMD Form 20a.

1. Client

   All registered owners (including company entities) are required to be listed on this appointment to act. Provide all your details including contact numbers and email address. Your contact details are very important in the case of an emergency. Please note that in most cases it will not make any difference whether you are registered for GST or not, as you cannot claim back GST on Residential Property.

2. Agency details

   Our contact numbers, email address, Licence number and expiry date is listed.

3. Property

   It is very important that we have the address details correct for obvious reasons. Information such as the Lot, Plan & Title Reference whenever possible should also be included.

4. The Appointment for Agent is for the services of Letting/leasing of property, Collection of Rent & Other property management services as outlined throughout the agreement. You are not required to complete anything in this section.

   4.1 Please refer to the agreement for details on services provided. You are not required to complete anything in this section.

   4.2 In all cases, the appointment will be a continuing appointment, hence we will continue to collect the rent on your behalf, and carry out other services as per the agreement and our Management Proposal.

   4.3 The rental amount will be negotiated between the lessor and the agent. We will not rent your property without you being completely happy with the weekly rental amount.

   4.4 Please initial where indicated confirming you agree with the assignment clause.

5. 5.1 You are not required to complete anything in this section.

   5.2 You are not required to complete anything in this section.

   Please note details of fees and when payable as stated in sections 5.1 & 5.2 can be found in Item Schedule “B” & “C” on page 5 of this agreement.

6. 6.1 You are not required to complete anything in this section.

   6.2 You are not required to complete anything in this section.

   Please note details of fees and when payable as stated in sections 6.1 & 6.2 can be found in Item Schedule “D” on page 5 of this agreement.
6.3 By default, our agency is allowed to spend a maximum of two weeks rent in the case of repairs. It is office policy that the owner is advised of any repairs prior to payment, unless otherwise arranged with you.

7. 7.1.1 Advertising charges will be subject to the package you select (Gold or Platinum).

7.1.2 Other fees will be subject to the package you select (Gold or Platinum).

7.2 This section describes any services we offer to you where we receive a fee from the third party. This is not a charge you incur.

8. Requires the signature of all parties to the agreement.

Page 5 is the commencement of the Item Schedule, which in conjunction with PAMD Form 20a forms part of the complete appointment of agent agreement.

Section A Please insert the approximate date that the property will be available. The available date is negotiated between yourself and the agent at the time of renting the property.

Section B To summarise, this section states that Rent Collection Commission is 5% + GST and the Letting Commission is the equivalent to one weeks rent + GST. The Letting Commission is charged on the first tenant and when the property is re-let.

Section C Please complete this section with your bank and account details for deposit of rental funds. You can also elect to have a mid month & end of month disbursement into your account. By default, you will receive the end of month deposit only.

Section D To summarise, the Management Fee will be subject to the package you select (Gold or Platinum) + GST. Total commission charged on the rent we receive is Rent Collection Commission + Management Fee + GST. There may be other fees stated in this section which are only charged if required.

Section E Please indicate all expenses you would like our agency to pay on your behalf. You will need to instruct the biller to forward the account to our office. NB – ensure the Gold Coast City Council has a valid postal address rather than the residential property address, or you may not receive council notes on time.

Your insurance policies should be listed here including Building, Public Liability (min. 20 million) and Landlord Protection Insurance. You should ensure your building insurance policy has cover for window fixtures / floor coverings. This is often called “Investors Building Insurance”. Please provide copies of all current policies.

Section F The tenant is responsible for services used during the tenancy. There are Three options regarding water charges. Option 1 – The tenant pays for all water charges – the owner is required to supply a builder’s certificate or plumber’s statement at the beginning of the tenancy confirming all taps, shower fittings and toilets comply with water saving requirements, which our office can supply for you. Option 2 – The owner pays for reasonable water usage, and the tenant pays for an agreed amount above “reasonable”, usually 145 kiloliters per six months. Option 3 – the tenant is not responsible to pay for water charges. Please feel free to discuss your options further with our office. Please note that Metered Water Charges will be itemised on your rates notice, which you need to discuss with our office so we can calculate any charges the tenant is responsible for. You may wish to have your rates notice forwarded to our office for payment and calculation of water charges to the tenant.

Section G.1 We will list any fittings etc on the Entry Condition Report prior to the tenant moving in. If your property is furnished please provide our office with a list of items for use by the tenants.
Section G.2. Please list any items which are not for the tenants use. It is highly recommended whenever possible to remove any items from the property that are not for the tenants use, i.e. storage shed or locked cupboard.

Section H Maximum 5 people unless you write in otherwise however we will provide you with details of the tenancy application (including number of tenants) prior to approving the tenants.

Section I We will seek your approval should any tenants request permission for a pet. Alternatively if you are sure you will not permit any pets at all, you may specify “No”. I would recommend discussing this with our office.

Section J As stated we conduct 3 inspections per year allowing for Ingoing and Outgoing Inspections, and Lessor Inspections. However, if you require more inspections, we are very happy to discuss this with you.

Section K Office procedure is to contact the owner and seek their instructions as the fixed term of tenancy approaches expiry date. In the event you are not contactable, we are authorised to re-let the property as per Section K.

Section L If a body corporate exists, please provide details. Normally there will not be a body corporate with freestanding houses.

Section M Please write in any Service Agents/Maintenance Contracts which are in place for your property.

Section N Should you have specific tradespeople that you would like our agency to use, please specify here. If you do not specify anyone, we will use our usual tradespeople with whom we have negotiated discounted fees with, on your behalf.

Section O Our office policy is to always accompany tenants at inspections. This allows us to promote the benefits of your property.

Section P Please write in whether or not an electrical safety switch has been installed at the property.

Section Q Please complete numbers 1, 2 & 3

Section R Please do not hesitate to contact our office if you have any queries regarding the Additional Instructions.

Section S You may write any special instructions to the agents which are not covered in the agreement. Please discuss any additional instructions with our office to ensure they meet the statutory regulations set out by The Office of Fair Trading.

Section T We will date the appointment once we have signed.

Section U Requires the signature of all parties to the agreement.

Please take the time to carefully read each page of the agreement and discuss with us any matters you are unsure of.

Once you have read and completed this appoint of agent agreement carefully please initial the bottom of each page.