

RT Edgar

PROPERTY MANAGEMENT

Comprehensive Knowledge and Experience

RT Edgar has been leasing and managing rental properties around Melbourne for over 100 years. As one of Melbourne's leading real estate agents, our comprehensive knowledge of the rental market, a dedicated Property Management team and personalised approach means that we can and do deliver exceptional results.





Property Management Philosophy

Property management is as much about people as it is property.

Property management has undergone some major changes in recent years and is now a specialised service that offers a variety of management options for both landlords and tenants.

At RT Edgar, the secret of our success is the importance we place on personal service. We have structured our offices to provide clients with a complete and individual management service.

With highly trained portfolio managers and support staff we can assure all of our landlords that we understand both the financial and emotional importance of managing your investment and believe good communication is essential in building a trusting relationship. All of our staff attend regular professional development training sessions to ensure we are always up to date with current industry practices and any legislative changes.

Our weekly department meetings review all lettings, identify properties that are vacant or becoming vacant and we regularly communicate with our landlords regarding progress on their property, always ensuring tenancies run efficiently.

RT Edgar has an enviable reputation for results and with over 100 years of experience we are committed to providing the highest quality service.



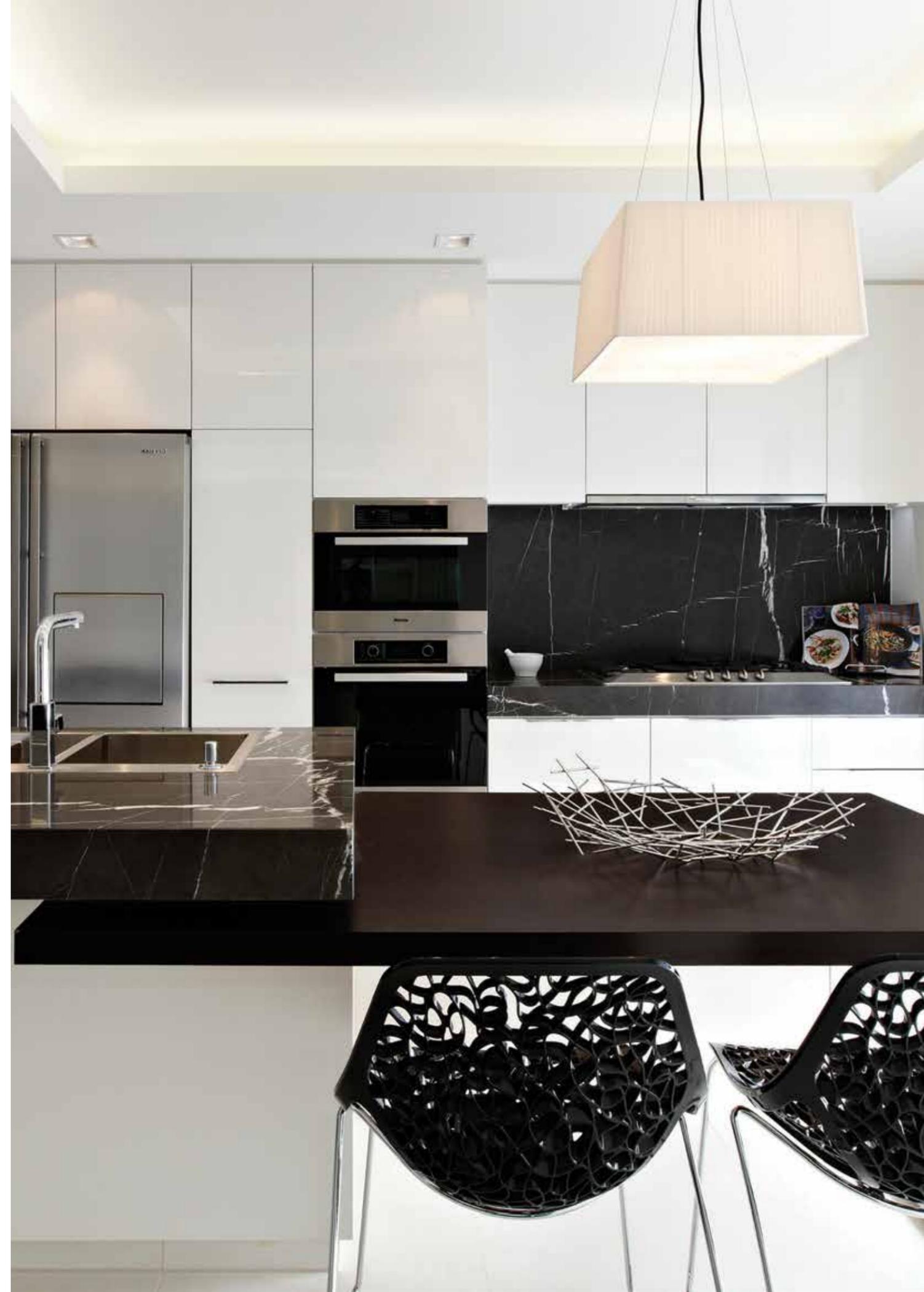
Location Specialists

RT Edgar has a thorough knowledge of Melbourne's property market.

With executive offices in Toorak, Albert Park and Brighton RT Edgar are in prime locations to manage property in and around the municipalities of Stonnington, Port Phillip and Bayside areas.

Our property management team have established themselves as a market leader in leasing residential property. We have many corporate clients and regularly assist executive relocation companies in finding their clients a suitable home.

With our experience and vast knowledge of the local area you can be sure that your property will be professionally managed.



Our approach to Property Management

Bond

In accordance with legislation we ask for a bond amount equivalent to one months rental for properties. With a rental rate of over \$350 per week this amount may be higher. Our office will complete documentation and forward this amount to the Residential Tenancies Bond Authority where it will remain until the end of the tenancy. At RT Edgar we recognise the value of continued tenancy and advise our landlords accordingly.

Internet Banking

We understand the importance of ensuring the rent is paid on time. Our office maintains strict control of rental arrears and has a range of procedures to detect any problems. Should the need arise we will take all necessary action to have the rent paid whilst at all times keeping the landlord informed.

Statements

Each month we prepare and forward a detailed statement for your properties. The statement provides the paid to dates and the amount collected, together with any disbursements paid. Your rental funds can be directly transferred into your nominated bank account and we also provide an end of financial year statement to assist with your annual tax return.

Inspections

We are committed to inspecting our clients properties in line with the legislation every 6 months to ensure the tenant is caring for the property in a satisfactory manner.

We prepare a report on the general condition of the property together with any recommendations or maintenance required. It also provides an opportunity to discuss leases and rent reviews with tenants.

Rent Reviews

We monitor market conditions and review rents annually to ensure landlords can optimise rental income and achieve the best returns. At RT Edgar we recognise the value of continued tenancy and advise our landlords accordingly.

Marketing your Investment

RT Edgar aims to achieve maximum exposure for your property to generate a high level of enquiry resulting in prompt letting and lower vacancy periods.

We actively promote your property via our website, Australia's premier real estate websites and as well as in detailed rental handouts and 'FOR LEASE' boards.

Selecting Tenants

Prospective tenants are qualified by one of our experienced property managers once they have completed a detailed application form. We conduct a thorough credit check utilising the National Tenancy Database and associated tenancy systems, and we contact previous landlords or their managing agents, current and previous employers and personal referees. This ensures that we obtain a thorough understanding of the applicant's rental history and reliability.

When we have established that the person is suitable as a prospective tenant, we will contact you to discuss the application and seek your approval.

Leases

RT Edgar will prepare all lease documentation in accordance with legislative requirements. We fully explain all the terms and conditions of the lease to the successful tenants to ensure they understand their obligations. We can also add special clauses to suit each individual property or landlord as long as they comply with the RTA 1997.

We recommend that properties be made available on a minimum 12 month lease, this allows for a continued tenancy and reduces the vacancy periods, maximizing rental returns.

Condition Report

Prior to the tenancy commencing we will complete a detailed condition report of the property and take digital photos if required. A copy is given to the incoming tenant for signing and alterations and then filed for the duration of the tenancy.

This report is essential when the property becomes vacant and is a valuable reference when determining the tenant's bond refund.

The Residential Tenancies Act

This legislation is designed to protect the rights and responsibilities of both landlords and tenants. Major changes to the Act were introduced in 1997 and numerous amendments have since been added. It is complex and imposes numerous responsibilities on both landlords and tenants. We understand all aspects of the Act and we keep well informed on the extensive legislative provisions, so that we can properly advise our clients on the various statutory requirements which must be observed.

We can represent your interests at the Victorian Civil Administrative Tribunal in the unlikely event of a dispute with your tenant. However, due to our outstanding level of tenant selection and property management, we are rarely required to do this.



Guidelines For Landlords

Appeal

Street appeal is always important and presenting a home that is inviting, clean and well maintained will encourage house proud tenants, who will be happy to maintain the condition of the property.

The garden

Have the gardens looking their best by mowing the lawns and trimming trees and shrubs. Clear gutters and drains of rubbish and consider putting in gutter guard to ensure they don't re-block. You may also like to employ a gardener who will take care of the garden to your standard on a regular basis.

Fencing

Repair any fencing that is falling down or in disrepair. Ensure that all decking, verandahs and sheds are safe and in good condition. Make any repairs to the house that are required.

Repaint

It may be necessary to repaint some areas of the house, both inside and outside. A heavy duty paint that is quite easy to clean can help preserve the condition of the house.

Professional cleaning

Before introducing any prospective tenants to the property, ensure that it is as clean as possible. This includes all curtains and fixtures, ovens, cupboards, any dishwasher or other appliance that is being retained in the property and of course, bathrooms. Carpets should be professionally cleaned. We make it clear to all our tenants that we expect them to leave the property in the same condition when they move out.

Additional information

It may also be useful for you to provide us with a file containing any relevant information, which we may copy and provide to the client. This could include user manuals for any appliances on the property, such as air conditioner or heating systems. It might also include information of the area like the closest supermarket or when the rubbish bins are emptied, to help the tenants feel welcome.

Choosing your Property Manager

When deciding on the most suitable agent to lease your property it's important you go beyond the lure of a high rental rate and assess their ability to manage and protect your investment. Please consider the following:

Price

An agent should be able to substantiate the proposed rental price by showing you comparable properties they currently manage and those recently leased in your neighbourhood. While it sounds promising to hear a high price on your property if it can't be justified, the chances are it will remain vacant resulting in loss of rent.

Experience

It is essential that an agent has extensive experience in leasing and managing residential property. Experience is a key factor to ensuring your property optimises its return. With recent changes to legislation an agent may be required

to represent a landlord in a \$10,000 compensation claim by a tenant. This is when experience counts.

Qualifications

The level of dedication can be easily assessed by viewing the agent's qualifications and their interest to maintain a high level of professionalism. It takes regular training to keep up to date with market trends.

Fees

Landlords should not necessarily use the agent who offers the lowest fees and commission. The fee should be compared with the level of service and expertise provided. With agents fees being tax deductible the benefits of negotiating will be minimal while the compromise of service could not be greater.



Toorak 10 Wallace Avenue, Toorak 9826 1000
Albert Park 133 Victoria Avenue, Albert Park 9699 7222
Brighton 103 Church Street, Brighton 9592 9299
Hawthorn 1153-1157 Burke Road, Kew 8888 2000
Monash 18 Hamilton Place, Mt Waverley 9807 6686
Portsea 3743 Point Nepean Road, Portsea 5984 4500
Rye 2335 Point Nepean Road, Rye 5985 9988
Flinders 43 Cook Street, Flinders 5989 0599
Point Lonsdale 61 Point Lonsdale Road, Point Lonsdale 5258 1811
Barwon Heads 1/50 Hitchcock Avenue, Barwon Heads 5254 1688
Ocean Grove 4/68 The Terrace, Ocean Grove 5255 4099
Yarra Valley 1-3 Exeter Road, Croydon 9727 5300
Woodend 124 High Street, Woodend 5427 1222
Kyneton 55 Mollison Street, Kyneton 5427 1222
Gisborne 25 B&C Hamilton Street, Gisborne 5428 8633

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