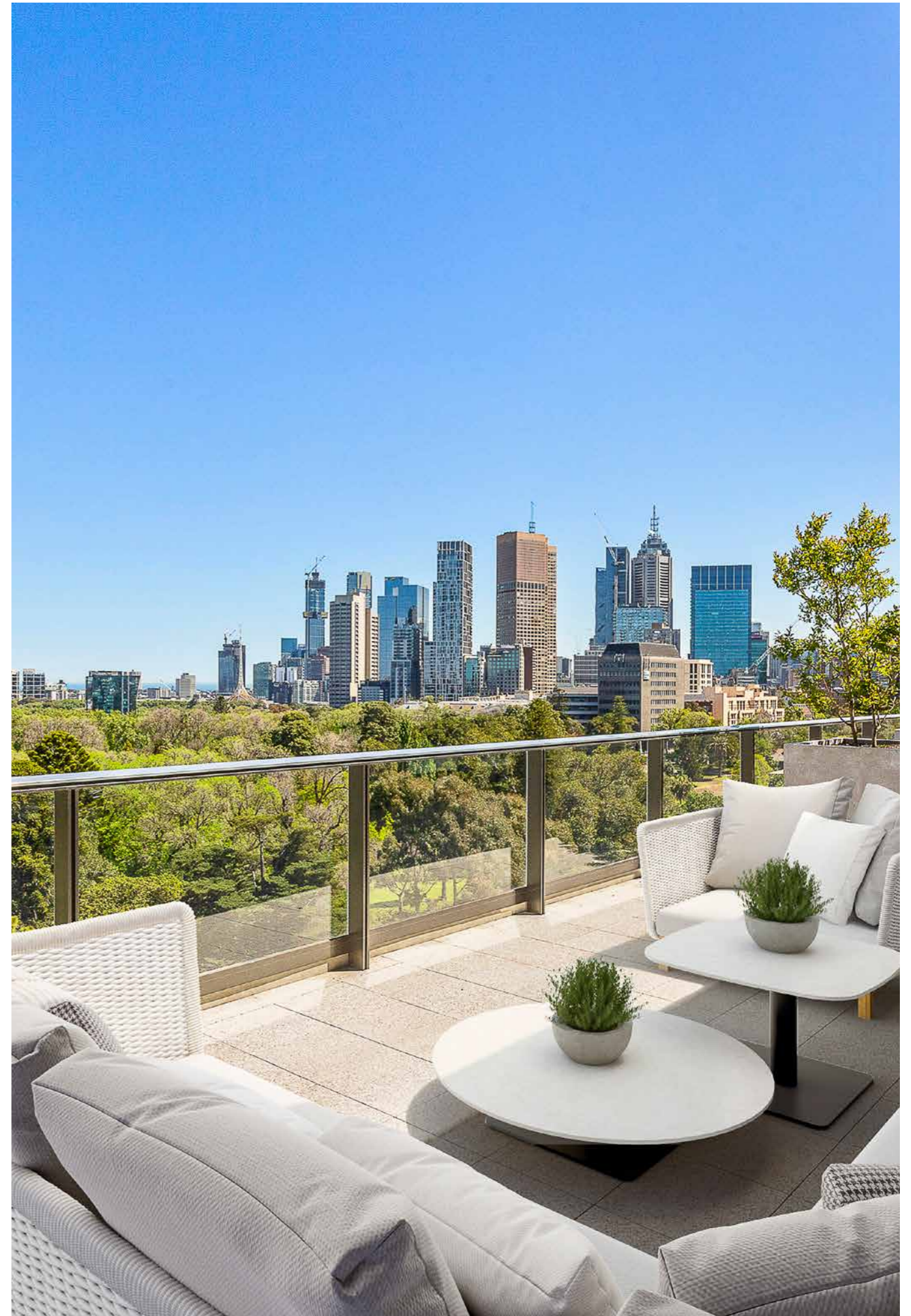


RT Edgar

Property  
Management

# Comprehensive Knowledge & Experience

RT Edgar has been leasing and managing rental properties around Victoria for over 120 years. As one of Victoria'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 rental providers and renters.

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, specialising in all aspects of vacant and fully-furnished residential properties.

With highly trained portfolio managers and support staff we can assure all of our rental providers that we understand both the financial and emotional importance of managing your property 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 rental providers regarding progress on their property, always ensuring tenancies run efficiently.

RT Edgar has an enviable reputation for results and with over 120 years of experience we are committed to providing the highest quality service.







# Location Specialists

With executive offices throughout Victoria, RT Edgar are in prime locations to manage your property. Our experience and vast knowledge of the local area ensures that your property will be professionally managed.

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.





# Our Approach to Property Management

## Marketing your Investment

RT Edgar achieves 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 with relocation experts via our website, Australia's premier real estate websites and as well as in detailed rental handouts and 'FOR LEASE' boards.

## Selecting Renters

Prospective renters are qualified by one of our experienced property managers once they have completed a detailed application form and have provided relevant photo ID. We conduct a thorough credit check utilising the National Tenancy Database and associated tenancy systems, and we contact previous rental providers 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 based on rental history results, employment and affordability.

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 renters 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 Residential Tenancy Act.

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. Fully furnished properties are leased on a mutually agreeable time frame.

## Bond

Our offices will complete documentation and forward this amount to the Residential Tenancies Bond Authority where it will remain until the end of the tenancy.

## Condition Report

Prior to the tenancy commencing we will complete a detailed condition report of the property and take digital photos. 3 copies are 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.

## Compliance

RT Edgar will act on your behalf to ensure your property meets all compliance regulations, such as swimming pools, gas (carbon monoxide), electricity, child-safe blinds and smoke alarms.

## Online Banking

We understand the importance of ensuring the rent is paid on time. Our offices maintain strict control of rental arrears and have 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 rental provider 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 easy one page end of financial year statement to assist with your annual tax return.

## General and Routine Inspections

We are committed to inspecting our clients properties in line with the legislation, 3 months after the beginning of the tenancy and thereafter every 6 months, to ensure the tenant is caring for the property in a satisfactory manner.

We prepare an extensive report with photos on the general condition of the property together with any recommendations or maintenance requirements. We also provide routine inspection reports with photos to keep you updated.

## Rent Reviews

At RT Edgar we recognise the value of continued tenancy and advise our rental providers accordingly. We monitor market conditions and review rents 3 months prior to the lease expiration, or if the tenant is on a periodic tenancy we recommend to review the rent every 6 months. This ensures rental providers can optimise rental income and achieve the best returns.

## The Residential Tenancies Act (RTA 1997)

This legislation is designed to protect the rights and responsibilities of both rental providers and renters. 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 rental providers and renters. 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 Rental Providers

## **Appeal**

Street appeal is always important and presenting a home that is inviting, clean and well maintained will encourage house proud renters, 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 renters to the property, ensure that it is well presented. 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 renters 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 renters 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, along with your property's history. 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 compensation claim by a tenant at VCAT or a civil claim. 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. At RT Edgar, our Property Managers manage a small portfolio to ensure you receive optimum service.

## Fees

Rental providers 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.

# RT Edgar Network

Our head office in Toorak is supported by RT Edgar teams established in Victoria's premium lifestyle locations, from coast to country and city. Being represented by RT Edgar means being associated with a respected brand and a broad contemporary network who will introduce your property to active sources of prospective buyers around Victoria and the world.



## Get in touch.

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