

Commonly Asked Questions



How often do you inspect the property?

Our office understands it is very important to regularly inspect your property to ensure that ongoing maintenance is attended to and that the tenants are keeping the property in good condition. We will inspect the property approximately every 4 months and forward a written report to you with your statement.



Can I do my own maintenance?

We recommend not. With more and more liability cases arising we strongly recommend using professional tradespeople for all repairs. Ray White Centenary can recommend trustworthy and competitively priced tradesmen to attend the maintenance.



Is the tenant responsible for lawns and gardens?

Yes, the tenant must mow, edge and weed the gardens, taking into consideration the condition when they moved in. If your garden shrubs require trimming or shaping we recommend that a gardener be employed on your behalf annually to trim and fertilise as necessary. The tenant is not responsible for fertilising or bug control.



If my tenant stops paying rent, how long does it take to evict them and will I be able to recover the rent they owe me?

Under current legislation it takes approximately 25 days before legal possession can take place. Our lessors insurance plan will cover you under most circumstances for loss of rent through tenant default.



What happens at expiry of the Tenancy Agreement?

Our Tenancy Agreement contains a unique automatic continuance clause which renews the agreement at expiry of each term for the same term if the tenant stays. Most other property management companies' agreements revert to periodic (month to month) at the end of the agreed period, giving the tenant the opportunity to vacate at any time with only 2 weeks notice, which could be at a bad time to re-rent the property.



Who pays for pest control?

The lessor/s should have the premises treated for pets by a licensed pet controller as required (no more than annually). If the tenants keep pets at the premises they are obliged to pay for the premises to be treated for the eradication of fleas by a professional pest control company at the end of their occupancy.



How often can I go to my property?

Under the Residential Tenancies Act, no more than four property inspections can be carried out annually by the lessor or their agent. If you would like to inspect the property, your property manager will arrange the next regular inspection at a time that suits you.



If my Property Manager is doing their job, why do I need a Risk Management Plan?

Unfortunately, tenants' circumstances change, due to numerous reasons including loss of employment, illness and separation - often affecting their ability to pay rent and maintain your property. Having a Risk Management Plan offers you peace of mind in these situations.

The Right Advice on

Property Management



More than just rent collection

Located in the heart of the Centenary Suburbs for over 20 years, Ray White Centenary has seen many changes in the rentals and sales markets throughout this time. We are in an excellent position to assist you with any enquiries in these areas.

Ph: (07) 3376 4599 Fax: (07) 3376 0496
171 Dandenong Road, Mt Ommaney QLD 4074
E-mail: rentals.centenary.qld@raywhite.com



Surely it's possible to manage the property yourself? Of course it is! However, the benefits of having your property managed by Ray White Centenary are:



High Exposure

Our high community profile leads to many *walk in* enquiries about rental properties. We also utilise:

- Internet listings with photographs and descriptions
- Database of prospective tenants
- Referrals from many satisfied landlords and tenants



Quality Tenant Selection

Thorough checks on tenants applying for your property by checking:

- Employment history and stability
- Past rental history
- Tenancy databases for defaulting tenants

We will always process the applications with the view to giving you the best tenant - not just the first tenant.



Secure Property Inspections

Our office has dedicated letting agents who interview tenants prior to property inspections and then only take suitable tenants on inspections of your property. We do not give out keys and always accompany prospective tenants on inspections.



Regular Inspections & Reports

We conduct thorough inspections during the term of each tenancy and provide you with a comprehensive report on each inspection. This includes:

- Initial comprehensive entry condition report and photographic record of the condition of the property prior to tenancy
- Regular periodic inspections
- Exit condition report on finalisation of tenancy



Maintenance Control and Prevention

We attend to all maintenance requests promptly and advise any maintenance requirements needed to maintain your property in top condition and retain its optimum market value with:

- Qualified tradesmen on call 24 hours a day
 - License checks on tradesmen
 - Insurance checks on tradesmen
- We ensure that only the correctly qualified and insured tradesmen work on your property in order to minimise the risk of damage, injury or litigation.



Rent Collection

We review rental payments daily and issue arrears letters and breach notices promptly. We advise tenants that their rent payment history will be similar to a reference. Any overdue rent is promptly acted on and we are proud to say that our tenants over 4 days in default are only $\frac{1}{4}$ the industry standard.



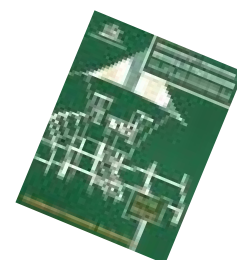
Risk Management

We recommend risk management strategies to protect your investment. One such strategy is to take out a Total Risk Management and Debt Recovery Policy. Sometimes even good tenants can experience problems - through job loss, marriage break-up, etc. With the appropriate risk management plan, we can assist our landlords to negate this concern and have peace of mind that their investment is secure and rental income virtually guaranteed.



Regular Accounting

We provide our landlords with a choice of payment dates to assist financial commitments. We offer payment dates to you on one of the following: the 7th, 14th, 21st and 28th of each month or you may choose to be paid on the 7th and 21st or 14th and 28th. You will receive an automatic end of financial year summary statement for tax.



Legalities Made Easy

The Queensland Government's Residential Tenancies Act (1994) is one of the many items of legislation which govern the management of residential investment property. The Residential Tenancies Act sets down the rights and obligations of both the tenant and the lessor. **Failure by either tenant, lessor or agent to follow the act could result in fines of up to \$3000 being imposed.**



Other Legislation

Our Property Managers are also conversant with other Federal, State and Local Government Acts which can affect residential tenancies, such as the Property Agents and Motor Dealers Act, Trade Practices Act, Fair Trading Act, Dividing Fences Act, Anti-Discrimination Act and the Body Corporate & Community Management Act 1997.



Ongoing Training

Ray White Centenary property managers continually upgrade their skills and knowledge through training courses run by the Real Estate Institute of Queensland and others and by attending specialised Ray White Property Management Training. We are proud of our record of not receiving any fines, and neither have we made any claim on our Professional Indemnity Insurance.



Ray White Property Management Services

Ray White Centenary gives the assurance that at all times we will be acting in your best interests legally, ethically and financially. For further information on how we can assist you please phone our office or speak to one of our property managers.