

# Property management made **easy**

Ensuring your manse is taken care of



The United Church in Australia  
QUEENSLAND SYNOD

# Who we are

We understand the needs of our Responsible Body and we ensure customer service, attention to detail and the highest level of professionalism is met. We understand the importance of minimising your expenses, maintaining and enhancing your investment, and we will always act with the best interest of you and your tenants in mind.

## **We are property management specialists!**

With our established systems, our thorough understanding of legislative requirements, ability to forecast trends, our stable and experienced staff is what we offer.

We recognise that there are many key elements in effective property management. We are licensed Real Estate Agents who take a team approach to ensure your manse is always in safe hands.

## **What do we offer?**

We take the hassle and stress out of managing your property!

We take care of everything; from advertising your property, paying bills, ensuring your rent is paid, undertaking the regular inspections, exit inspection and then doing it all over again.

# Our services

## **APPOINTMENT OF TENANT/LEASE DOCUMENTATION**

- We will arrange for all legal and necessary paperwork to be generated and signed by the tenants and us on your behalf.

## **ENTRY CONDITION REPORT**

- Before a tenant moves in, we ensure a detailed ingoing condition report and inventory (for all furnished properties). We also take a photo dossier of 300-500+ photos of the property to ensure accurate records of the property condition prior to the tenancy.

## **OUTGOING INSPECTION**

- An outgoing inspection is conducted within three days of the tenant vacating the property and returning the keys to our office. We conduct a thorough inspection of the property to ensure there is no damage caused by the tenant and the property cleaned to standard.

## **SETTLEMENT OF DISPUTES**

- Every effort is made to settle disputes relating to a claim on a security deposit. We gather all evidence required and deal with all facets of the dispute, under your instruction.

## **SMOKE ALARMS**

- On 1 January 2017, new smoke alarm legislation was introduced in Queensland. The legislation is being rolled out in a staged approach over 10 years, with all dwellings to be compliant by 1 January 2027. The new legislation specifies the type, positioning, and interconnectedness of smoke alarms, which are critical factors for an early warning and quick escape. From 1 January 2022, landlords must install interconnected smoke alarms in residential rental properties. When one goes off, they all go off,

giving everyone extra time to escape. We contract our preferred supplier to perform the pre-tenancy checks on your behalf. There is a small fee to ensure the smoke alarms are working, and they supply you with a certificate of compliance.

## **POOLS & SPAS**

- Properties with pools and/or spas are required to have a pool safety inspection prior to the property being let. A copy of the certificate must be held in our office as well as one copy given to the tenant when they sign the lease. The certificate does incur a fee and is valid for two years.
- We can organise an inspection for you through local pool certifiers.

## **ROUTINE INSPECTIONS**

- Every 3-4 months, we will conduct a routine inspection of your property. You are welcome to attend the inspection with your Property Manager. By law, the Property Manager is only allowed to enter the property up to 4 times per year, and we must provide the tenant with a minimum of 7 days' notice (in writing) of our intention to attend the property.
- The inspections take 15-20 minutes, and we look for any current or future maintenance items and make sure the tenant is keeping the property in good order. We then fill out our report and email this to you for your records.
- Detailed inspection reports are provided to the Responsible Body with photos and descriptions of maintenance (if any) within 3 business days of the inspection taking place.

## **PROPERTY MAINTENANCE**

Maintenance is usually a term that Responsible Bodies don't like to hear; however, we aim to take the stress out of this for you.

- We have a comprehensive list of qualified tradespeople on our system who we use regularly, trust, and who give us great rates and fast service.

- We give you the option to provide the tradespeople you would prefer to be working on your property.
- All maintenance is run by the Responsible Body prior to having works completed, unless an emergency as stated below.

### **EMERGENCY REPAIRS**

- Emergency repairs are very rare; however, if an emergency is reported and our office cannot reach you on any of the numbers provided, we will act on your behalf and in your best interests to have the repairs made promptly. This falls in line with your instructions in your Management Agreement.

### **ACCOUNTS SERVICES**

- Payment of accounts can be made by us from the rental income with ease, saving you the hassle of worrying about whether bills are paid on time or not. You can either arrange for the invoices/bills to be sent to us automatically or you can send them to us when payment is required.

### **MID MONTHLY/MONTHLY STATEMENTS**

- All financial transactions made for your property will be clearly documented on a monthly statement that will be emailed to you once monthly disbursements have been completed.
- You can either opt for mid and end of month payments or simply just receive your full payment at the end of the month.
- If you do opt for mid and end of month payments, statements are sent out at the end of the month.
- All disbursements will be made via electronic transfer.
- EOFY statements will have all expenditure and rental income detailed per month for your rental property.

This service is included in our management fee at no additional charge whilst we are managing your property.

## **EXCESS WATER**

You are allowed to pass on the full water consumption charges to tenants provided all the minimum criteria have been met:

- Rental premises are individually metered, and
- Rental premises are water efficient, with water fixtures having a WELS (Water Efficiency Rating & Standard) rating of 3 stars or higher; and
- The tenancy agreement states the tenant must pay for water consumption.

If the property is individually metered but does not have a WELS certificate, tenants can only be charged anything over 35KL per quarter.

We can pay your rates, and the water bill (if applicable) is automatically invoiced to the tenants.

If you choose to pay your rates and water, you must forward the water invoice to our office within 7 days.

## **RENTAL ARREARS APPROACH**

We know how important it is to have the rent paid on time all the time; therefore, we have a rental arrears approach.

We have a system in place to inform tenants if they are behind in their rent:

- Day 2-7: Text message every day
- Day 3-4: Phone call/Email
- Day 5-7: Call/Email
- Day 8: Notice to Remedy Breach

All tenants are informed of our approach upon signing up for the tenancy to ensure they are aware from the get-go!

We also inform you if the tenants are in arrears and update you on the progress of how we are following them up about payment.





# The Right Marketing Plan is **vital**

## **PREMIUM PHOTOGRAPHY**

We use expert property photographers who will shoot a broad selection of quality digital photographs to be used for all print and on line marketing, showing off the property to its best advantage. Great photography does wonders for the warmth, space and overall perception of your investment which results in a greater return.



## **SIGNBOARDS**

Quality signs assist in the immediate rental of the property and maximises exposure in the area. We use premium quality, durable UV protected signs that generate more interest in your property.



# Getting the best results for **you**

On **RealEstate.com.au** our ***premier listings*** are essential in achieving the best outcomes for the church and the tenant. The top spot gets the most attention which means we lease your property faster. With 86% of potential renters using online platforms as their main tool to search for a property, maximising your exposure on real estate websites is critical.

## **TENANT BOOKING SYSTEM**

We ensure that your property is available when it suits the tenants and our online booking platform allows renters to book themselves in to inspect your home 24/7.

### **OTHER SITES INCLUDE:**

realestate.com.au  
Domain.com.au  
rent.com.au  
homes.com.au  
allhomes.com.au  
onthehouse.com.au  
homely.com.au  
squiiz.com.au

# Fee structure

SERVICE	PRICE
Mid and/or end of month payments	FREE
Professional photography	At Cost
Landlord portal	FREE
Routine inspections	FREE
Marketing package	At Cost
Monthly administration	\$5
Lease renewal negotiation	\$60
Management	6%
Entry/exit reports	FREE
Letting fee	One weeks rent
Tenant search	FREE

## EXTRAS

Tribunal Fee - \$100 p/h (inc. prep)

File Closure Fee - \$50

Above fees are exclusive of GST

# Next steps?

1. **Complete** the agreement
2. **Email** it to [property@ucaqlld.com.au](mailto:property@ucaqlld.com.au)
3. **Sit back and relax** because your work is done

**We will then immediately get to work helping you to know the property is being well looked after.**



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