

# 20 GOOD REASONS

## TO CHOOSE Stacey Lee Realty



### 1. YOU ARE OUR NUMBER ONE PRIORITY

We are a new agency established because Stacey felt there was a lack of personal service provided by managing agents in the area. In our boutique agency, you, our client, will never be just a number. We value our clients and are building a business that will stand out as unique in the industry for its ability to communicate with our clients and ensure we are managing their investment and involving them in the process. We will always return your calls promptly and attend to any queries you have regarding your property. You are our number one priority.

### 2. RELIABLE NETWORK FOR MANAGING YOUR PROPERTY

At Stacey Lee Realty we realise that managing your property doesn't just take one person, but a network of people to ensure your investment is in safe hands. This involves assisting you with landlord insurance, public liability insurance, checklists for preparing your property to rent, and reliable tradespeople who can ensure your property is maintained to a high standard, thereby attracting and retaining great tenants.

### 3. THE AGENCY

Our office is designed for the business of real estate, our technology is state-of-the-art and our business systems are 'best practice'. We currently operate outside of the Principal's home office situated in Manly West, ensuring easy access to all parts of Brisbane due to its proximity to the Gateway Motorway. We are mobile and can come directly to our clients and customers.

### 4. THE TEAM

You will be dealing directly with the Principal, Stacey Pennicott. This means you will not be an unknown entity to a junior property manager who forgets your name, which property you own, or even to return your call. You will not have to deal with continual turnover of staff because you have direct access to Stacey and as the business owner, she is not going anywhere!

### 5. MARKET LEADER

Our Agency is establishing itself as a market leader with our unique approach to property management and servicing our clients. We do not just collect the rent; we manage your property and ensure maximum returns for your investment.

### 6. MARKETING SUCCESS

You only get to the top by results, and in Property management that means a high occupancy rate. 100% of our managed properties are 'RENTED'!

### 7. PROFILE

Highly distinctive signs set us apart from other Agents. Large colour 'For Lease' signs attract enquiry.

### 8. INTERNET SERVICES

In addition to our own website [staceyleerealty.com.au](http://staceyleerealty.com.au), we also list your property on: [realestate.com.au](http://realestate.com.au); [reiq.com.au](http://reiq.com.au); [property.com.au](http://property.com.au); [rent.com.au](http://rent.com.au). This ensures your Property is seen by all potential tenants in the worldwide market. It's a real marketing advantage.

## **9. NETWORK**

We have established relationships with other agents across Brisbane, relocations agents, and networks across Australia. This means we have a wide network available to ensure we capture the best tenants for your property.

## **10. HISTORY**

Stacey Pennicott has been servicing the Brisbane area since 2006. During this time she has built a reputation of providing outstanding service to clients throughout many phases of their life-long dealings with property. They come to her first as tenants and first home buyers. They return when they upgrade to second or third homes, and then again as property investors.

## **11. REIQ ACCREDITED AGENCY**

As an accredited agency of Real Estate Institute of Queensland, Stacey Lee Realty is committed to the REI Standards of Business Practice, holding professional indemnity insurance, using contracts approved by the Law Society and continually upgrading knowledge and skills through ongoing professional development with the REIQ.

## **12. TRAINING**

Stacey Lee Realty staff regularly attend training, both external and in-house, and are fully briefed in all facets of industry related Legislation. Our philosophy is to provide the best service with ethics and to 'best practice' standards.

## **13. HOURS OF OPERATION**

Stacey Lee Realty is open Monday to Friday from 9:00am to 5.00pm, and Saturday from 9:00am-12:00pm and can be contacted via the office contact number 0434 990 670 or direct email to [stacey@staceyleerealty.com.au](mailto:stacey@staceyleerealty.com.au). We also accommodate clients and customers with appointments outside office hours when required.

## **14. NEWSLETTERS**

Regular newsletters are produced and distributed to our client base, which includes present and past sellers, investors, financiers, legal advisers, and building contractors etc. We keep our clients informed.

## **15. REFERRALS**

Stacey Lee Realty is committed to providing best practice Property Management services to clients and customers. Stacey has previously received numerous accolades for her service from both lessors and tenants alike. In the past, tenants have handed their investment properties to Stacey to manage because of her professional services delivered throughout their tenancy.

## **16. COMMITMENT AND CARE**

Stacey Lee Realty is committed to excellence and results. We care about each client and their personal needs and we strive to work hard to achieve their goal. We understand the importance of communication with our clients and ensure prompt feedback and relevant information and advice is provided.

## **17. COMMUNICATION**

We understand that communication is the key to our relationship with you and whether it is good news or bad news, we won't keep it from you. We also keep you updated with progress and activity reports, relating to your property and tenants. Direct email access to your property manager is a quick and efficient option available to you.

## **18. PEACE OF MIND**

Our experienced property managers handle the task of maintaining your investment, through routine inspections and rent reviews. Our goal is to increase your income and ensure your investment is working for you with minimal hassles.

## **19. SAVINGS AND RELIABILITY**

Each month we forward you an itemised statement showing all rental income and payments made on your behalf. We electronically deposit your money as cleared funds, into your nominated account within 48 business hours; no waiting

for cheques to clear. We keep you informed every step of the way so there are no 'hidden surprises' when you receive your statement.

## **20. SERVICE GUARANTEE**

We guarantee our service in writing, listing all obligations that we will fulfil during our term of appointment with any client. If we do not fulfil these obligations, you may cancel our Agreement. **If this occurs within the first three months of the agreement, we refund all management fees for that period.**