



We appreciate the opportunity to offer our property management services to you. Should you engage us as your managing agent, you will find that we offer personal service and stress the importance of communication with both our owners and our tenants. After years in the industry, Stacey started this agency with a focus on building relationships and making investing in property a better experience for investors.

Whether you are a first time property buyer or looking to add to your current investment portfolio, making the right choice of Property Manager can make a great difference to the performance of your investment.

Stacey Pennicott is the Principal Licensee, engaged in managing properties and overseeing the property management team, which includes Property Managers: Adele Davidson, Connie Morton, Alana Gill, and Samantha Auld. We have Administration Assistants Ella Ledesma, plus one currently training to be a property manager, Alexandra Brady. Paul Swenson is a leading sales agent in the area with over 20 years experience and is the exclusive sales agent for our agency.

We have a large team to ensure a good ratio of properties to staff so we continue to deliver high levels of customer service.

What can we do for you?

When your property is up available to let, we recommend professional photos, feature advertising on realestate.com.au, and a sign board out front to ensure we attract the right tenant for your property. To price the property right, we provide a comparative market analysis and provide feedback after each inspection. Once we receive an application, we process this and provide owners with a copy so they can make an informed decision (including the TICA report and references). Once the application is approved, we complete the sign up appointment going through our office policies on procedures such as maintenance, arrears, and inspections, and handover the entry report which is prepared using current technology that includes over 100 photos as part of the report.

We inspect your property three times per year and provide photos as part of this inspection. If we receive maintenance requests we get these in writing and forward to you for your instructions, and then send the appropriate tradesperson.

We receipt rent and follow up on arrears on a daily basis, as we have a zero tolerance policy on rent arrears and must ensure notices are issued on the correct days to protect the owner's investment and ability to claim on insurance if needed. We communicate regularly with our tenants and have a mutually respectful relationship. This assists when it comes toward the end of the tenancy and in Queensland tenants are only required to give 2 weeks' notice, but with good communication we encourage they give us as much notice as possible if they intend not to renew.

We handle lease renewals 4-8 weeks prior to the end date so that we can obtain your instructions (after providing a current appraisal), and start negotiating with the tenants to either renew or vacate so we can advertise to obtain a new tenant and minimise vacancy time.



How much will it cost?

Marketing \$88 inc GST

- www.realestate.com.au
- www.domain.com.au
- www.staceyleerealty.com.au
- www.rent.com.au
- www.rentfind.com.au

Schedule of Fees

Fee	Amount	Description
Rent Collection Commission and Management Fee	8% plus GST (discounted to 7.5% + GST for owners of 2 or more properties that we manage or Property Club owners)	Calculated on rent collected monthly
Letting Fee	One week's rent plus GST	Upon signing of a new tenancy
Administration Fee	\$2.75	Charged per trust account disbursement to lessor
Mediation/Tribunal Preparation and Attendance	\$55 per hour	Invoiced to owner to be claimed on landlord insurance
End of Financial Year Statement	\$30 plus GST	Once per annum
Lease Renewal Fee (for current tenants)	With compliments	Per Lease Renewal
Utility & other Bill Payments	With compliments	As requested by owner, deducted from rent collected
Detailed Routine Inspection	With compliments	Approximate 18 week inspection schedule
Arranging Maintenance and Repairs	Inclusive of Management Fee	As required
Key Cutting, Tribunal and Warrant Costs	At cost	If and when required
Professional Photos	At cost	At commencement of new tenancy then only when required