

# Property Management

*Information for Property Investors*



REALTY  
*Stacey Lee*



*Stacey  
Pennicott*  
PRINCIPAL LICENSEE



PO Box 5156 Manly QLD 4179  
M 0434 990 670  
E [stacey@staceyleerealty.com.au](mailto:stacey@staceyleerealty.com.au)  
W [www.staceyleerealty.com.au](http://www.staceyleerealty.com.au)



*Stacey Lee Realty*

# Company Overview

*A word from the Principal,  
Stacey Pennicott....*

*Stacey Lee Realty will be well  
known as a 'best practice' real  
estate agency offering quality  
services in property  
management and sales.*

*I have built a reputation of  
providing outstanding service.*

*Community and Industry  
involvement is important to  
us, as are ethics and old  
fashioned values.*

We aim to be a leading office in Brisbane. We are not aiming to be the cheapest in town, but we are proud to say that we are simply the best with our quality control systems, high professional standards and ethical values.

## **Total Property Centre**

If you are considering investing in property our principal has been licensed for more than six years. Our experienced and active network is available to discuss your needs in any facet of real estate.

## **Stacey Lee Realty provides the following services**

- Quality property management of your investment
- Sales appraisals
- Sell your property
- Assistance in purchasing another property to expand your investment portfolio
- Referrals to refinance or obtain new finance
- Whether it is sales, finance or property management – we can assist you.

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*Stacey Lee Realty*

## Staff Profile

*Stacey Pennicott has worked within the real estate industry for six years and was part of the team that won the 'Quest Business Achiever Awards' in both 2008 and 2009.*

*Stacey's position is to oversee every facet of the business and to ensure that you are receiving the very best service, through monitoring property performance and implementing new systems, enabling the business to run smoothly.*

### Your Property Manager



Stacey Pennicott is your first point of contact regarding your property. Her purpose is to ensure that your investment property is being efficiently looked after, including maintenance, rental reviews and arrears. She brings a high level of experience, professionalism and efficiency to the team.

We ensure that you receive a quality applicant for your property, in the shortest possible time and at the highest possible price. We want what you want, and understand that feedback to you is paramount. Our negotiation skills mean we always strive to achieve the best results for you.

### Commitment to Standards

Stacey Lee Realty is a 'best practice office' in every regard – training, technology and commitment to high standards.

As a member of the Real Estate Institute of Queensland, Stacey Lee Realty is committed to the highest ethical standards and practices.

Team members attend structured and on-going development programs to ensure their knowledge and skills are always at the peak of the industry.





*Stacey Lee Realty*

# Your Choice for Property Management

*At Stacey Lee Realty, we know what is truly important to you... profit, protection and communication at a fair price.*

*We're not going to fill your head with empty promises... or your statement with hidden costs.*

*But what we will do is open our files, invite you to examine our track record and let you make a sound business decision based on facts not promise.*

*Ask the same of every Agent on your 'shopping list' so you can compare 'apples with apples' to make an informed decision.*

## Service Guarantee

If you are not completely satisfied within the first 3 months – we'll refund the management fees.

We're different to other agencies – we don't give you empty promises, most likely forgotten after the first 3 months.

We give it to you in writing, so we are all aware of the level of expectations. We survey both our landlord clients and our tenants to continually improve our service.



## Keeping you Informed

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!

You will never have a relationship with us where you only hear from us if there is a problem with your property – we will keep you up-to-date at all times through the on-going management of your property and tracking your Personal Property Management Plan.

Should you ever have any questions, direct email access to your Property Manager is a quick and efficient option available to you  
([Stacey@staceyleerealty.com.au](mailto:Stacey@staceyleerealty.com.au)), and we have a mobile number (0434 990 670) available to handle any emergencies promptly. You can also use the 'contact us' page on our website [www.staceyleerealty.com.au](http://www.staceyleerealty.com.au)

*Our Points of Difference*



## Safeguarding Your Investment

# A System for Success

*Your valuable investment property is safeguarded every step of the way by professional property management personnel using a tried and tested system that is under constant review.*

*Every step has been refined over years of success in property management starting with tenant selection, inspection timetables, dispute management and resolution, programmed maintenance, reports to investors and finally appropriate disbursement of tenants' bonds.*

### Careful Tenant Selection

Our job is to find the best possible tenant for your property in the quickest possible time.

Our detailed screening process aims to establish that tenants can meet the responsibilities of the Tenancy Agreement.

Tenant selection is in accordance with laws covering Discrimination, Residential Tenancies, and Privacy. We keep you informed of applications, so you take part in the selection process.

### Security is Paramount

Unlike many other agents, keys to your Property are not handed out to prospective Tenants. We don't take that risk with your investment.

### Detailed Entry & Exit Reports

Before a tenant moves in, your property manager completes an Entry Condition Inspection to create a carefully detailed report.

A video and photos of the property are available options at both the start and end of the tenancy.

At the end of the tenancy these reports help ensure your property is in the same condition as at the start, fair wear and tear considered, and that the tenant's bond is disbursed appropriately after a thorough Exit inspection.

### Thorough Documentation

At the time of signing the Tenancy Agreement we educate and advise the tenants of important aspects of the Tenancy Agreement and the property itself. We take care of all the documentation and bond lodgment to ensure all is in place for a trouble free tenancy.





## Safeguarding Your Investment

# A System for Success

*We start our management of your property as we mean to continue - thorough, educated, detailed, timely, responsive and helpful.*

*Should any issue arise, our job is to provide the best possible solutions for the best outcome.*

### **Programmed Inspections**

We take care of your property's maintenance and repairs as if it were our own.

The purpose of the inspections, are two-fold:

Firstly, to bring to your attention any immediate maintenance needs and secondly, to inform you of any preventative maintenance or refurbishment that may be beneficial. Owners can then forecast and budget accordingly for any upgrading work suggested in the report.

### **Maximising Income**

Neglect of minor repairs can often lead to major expenditure and the loss of a good tenant. Our attention to maintenance will ensure that problems are resolved quickly, by qualified tradespeople and at a reasonable price with a limit determined by you.

### **Savings and Reliability**

We have a large pool of highly skilled and fully licensed, reliable tradespeople who can get the job done and at the right price.

### **Trained to Handle Disputes**

In those occasional disputes with tenants we act as mediator between you and the tenant, and if needed, we refer to Dispute Resolution Services.

If the dispute continues, we can attend the Queensland Civil and Administrative Tribunal (QCAT) on your behalf. The Tribunal is an independent third party to hear the dispute and make a decision on the matter. We are well trained to handle such situations and know how best to represent you before the court.

We take the stress away from you!





## Marketing Achievement

# Your Guarantee of Performance

*Marketing success means that you are represented by a dynamic business that finds the best tenants for your investment property... and finds them fast!*

### Marketing your Property

Finding the best tenants for your valuable investment property is supervised by the Principal, Stacey Pennicott.

This ensures a high standard is always achieved through use of systemised checklists, reference checking and use of tenancy databases.

- Advertising in the Quest newspapers or Courier Mail
- Property signage
- Advertised in our brochure
- Database mail-outs
- Email rental listings to prospective tenants

### Finding the Right Tenants

In today's modern world of technology, tenants are moving away from going into offices for rental lists and prefer to search on-line to shortlist the properties of interest. To ensure we capture the right tenants, we advertise on the following websites:

- [www.staceyleerealty.com.au](http://www.staceyleerealty.com.au)
- [www.realestate.com.au](http://www.realestate.com.au)
- [www.reiq.com.au](http://www.reiq.com.au)
- [www.property.com.au](http://www.property.com.au)
- [www.rent.com.au](http://www.rent.com.au)



Stacey Lee Realty exposes your Property to the widest possible number of prospective Tenants through every available resource, such as

- Internet advertising on the above sites using professional photographs



## Your Financial Well-Being

# Our Highest Priority

*There is one reason why people invest in property - to protect and grow their hard earned wealth.*

*After all, that is what you expect, what your investment needs and what we offer.*

### Your Investment Working for You

Our goal is to increase your income and ensure your investment is working for you.

We ensure you enjoy the highest possible rent by regular assessments that take into account current market rents of similar properties, the area's vacancy rate, condition of the property, quality of tenant and length of tenancy.

### Your Rent in Your Account

Our fully electronic banking facilities provide tenants with easy rent payment options.

We encourage and educate tenants to pay the full rent amount due, not part payments.

However, should tenants fall into arrears, we know about it the same day as part of our daily arrears management routine.

Prompt action follows in accordance with the Residential Tenancies and Rooming Accommodation Act, keeping you informed throughout the process.

### Accounting to You

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 a cheque to clear!

We can also provide a fully itemised Income and Expenditure statement.





## Fair Fees

# For our Quality Services

*Fees for the management and letting of residential properties reflect the quality and level of service we offer.*

*We don't work for free, but we guarantee that we do not cut corners to make ends meet as many agents do with reduced fees.*

*We charge a fair and reasonable price for a thorough and professional property management service.*

## Fees

Our fees are based on the number and type of property management services you need us to provide and what we can do for you personally.

Every property is different and we tailor a management package specifically for your requirements.

Some agents charge a flat fee for their services that is all inclusive – this may sound like a great idea instead of looking through a list of fees, but what it means is you are paying for services you may not need or ever use.

We look forward to having the opportunity to discuss your personal needs and the range of our services.

Our fees are fully tax deductible.



*Fully Tax Deductible*