



Property Management Services

An Information Guide For Investment Property Owners

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James Dean Residential

OVERVIEW

James Dean Residential is a fourth generation family owned business dedicated to ensuring an honest, ethical approach to Real Estate.

James Dean Residential has evolved from James Dean Tingalpa which commenced trading as a full service Real Estate Agency at the current location in Tingalpa on 3rd September 1973.

Family Real Estate Tradition Continues - Reputation Based On Integrity



EDWIN DEAN
Born 1885 - 1945
• Qualified Agent
• First Real Estate Institute
• Licensed Real Estate Agent



HARDING DEAN
Born 1912 - 1983
• First Real Estate Institute
• Qualified Agent
• Licensed Real Estate Agent
• 1982 - 1984
• Principal Real Estate Agent
• Principal Real Estate Rep
• 1985 - 1973



JOHN DEAN
Born 1918
• First Real Estate Institute
• First Real Estate Rep
• Licensed Real Estate Agent
• 1985 - 1988
• Principal Real Estate Rep
• 1988 - 1973



JAMES DEAN
Born 1920
• First Real Estate Institute
• Licensed Real Estate Agent
• 1985 - 1988
• Principal Real Estate Rep
• 1988 - 1973



TONY DEAN
Born 1982
• P. 1982
• Licensed Real Estate Rep
• 23466, Reg. No. 23466
• 25 Years Industry Experience
• 40+ Years Experience
• Principal - Working Director



The family tradition in Real Estate began at Cleveland in 1920 with Tony's Great Grandfather, Edwin Dean. His Grandfather, Harding Dean, then opened in Wynnum in the 1960's. Tony's father, James Dean, opened the Tingalpa office in 1973. James, after 41 years in the real estate industry, has retired and sold the business to his son Tony.

The family tradition is based on a commitment to honesty and ethics ensuring our landlords and tenants are completely satisfied with our professional service.

Tony has over 30 years real estate experience across all sectors of the property industry. He is a licensed Builder, Reg. No. 23466, and holds a degree in Building Construction Management. He is a fully licensed Real Estate Agent and is also a Justice of the Peace. Tony has a broad knowledge of the local market and has a wealth of experience in how to maximise your investment returns.

At James Dean Residential, we manage over 400 properties and have a vision to manage 500 homes in our local trade area. We have strategic alliances with companies such as Mirvac, Ausbuild & Fitini Homes and Corporate Relocation companies. Our database is professionally managed in house and is also a valuable tool when searching for suitable tenants for your investment property.

PROFILE

At James Dean Residential we know what is truly important to you...profit, protection and communication at a fair price.

Choosing an agency to manage your property can be a difficult process, particularly if this is the first time you require property management services, as property management agencies offer the same basic services and commonly offer similar fee structures.

How then should you determine which company best suits your needs? Employing Property Management services can be likened to taking out insurance. While no guarantee can be made that no problems will ever arise, effective property management minimizes risks to the landlord to the smallest possible factor. **How well this is achieved determines the quality of service provided to you** and the level of success varies significantly from one agency to another. It is at this level that you can make an educated decision as to who will best represent your interests. At James Dean Residential our systems have been developed to ensure that all risks are brought back to the smallest possible factor.

Your Property Management Team at James Dean Residential is fully conversant with the Residential Tenancies and Rooming Accommodation Act 2008 (RTRAA) and other associated legislations, such as the Property Occupations Act 2014 (POA), the National Privacy Act and Anti-Discrimination Act. Our team will be acting on **your behalf at all times** to ensure we provide the highest level of service to minimize your risk. We do this in a number of ways;

- ✓ Marketing Your Property
- ✓ Tenant Selection
- ✓ Educating Tenants
- ✓ Condition Report Detail
- ✓ Maximizing Potential Returns
- ✓ Landlord Risk Management
- ✓ Rent Arrears Control

PROFILES



TONY DEAN – PRINCIPAL

I am a proud professional fourth generation real estate agent from a family who has solid reputation for being honest and ethical in all our dealings. The family business started in Cleveland in 1920 and my father started James Dean Residential in 1973.

My background is construction management and property development. My whole working career has been in the real estate industry and I have a wealth of knowledge in both Residential & Commercial property sales & management. I have a building degree, hold a current general builders license and I am a Commissioner for Declarations.

I always aim for a 'win-win' outcome and by nature, I consider myself hands on and pro-active. I'm always available for a chat about the property market, ways to enhance your property's value or rental return and of course marketing strategies.

I grew up in Lota and now reside in Chandler, so I have excellent local knowledge and really appreciate the lifestyle on offer in the Bayside.



SHANE BOOTH – GENERAL MANAGER

Shane commenced his real estate career at James Dean Residential in 1997 and has been a loyal employee for over 15 years. In his role as General Manager of the Property Management department, he is not only a great team leader but also has extensive knowledge of the Residential Tenancies Act and other government legislation relevant to the property industry. Shane also has experience in the finance and insurance industry.

He is also committed to providing our clients and customers alike with an accurate, reliable and professional service which exceeds industry standards and expectations. Shane is a good 'problem solver' and will always find a solution to ensure your property is efficiently managed. He also has a close working relationship with Tony, the business Principal.

PROFILES (continued)



**ANDREW KIRBY –
PROPERTY MAINTENANCE MANAGER**

Andrew began his real estate career in April 2000 with James Dean Residential as a Sales Consultant. Since beginning his real estate career 15 years ago, Andrew has developed a thorough understanding of all aspects of the property industry. He has an impressive sales record and has proven to be a good negotiator.

Andrew transitioned to our Property Management team to oversee all maintenance issues, routine inspections and entry & exit reports. In this specialist task based position, Andrew is very hands on and will ensure that your property is always well maintained and advise you of any maintenance which is required or noted from the inspections. Andrew also ensures that tenants are adhering to their tenancy obligations.





**MICHELE SLIGHTAM –
PROPERTY MANAGER ADMINISTRATION**

Michele has recently joined our Property Management team from our Commercial Sales and Leasing Department. Michele has a specialist 'task based' role to manage all facets of property management administration.

Michele brings with her a wealth of knowledge and has blended in with the team seamlessly. Michele has extensive accounts, administration and financial experience and will ensure the administrative element of our department is professionally and efficiently executed. Michele has excellent organisational skills and is able to prioritise all the tasks that are required to be completed each day.




Michele is often the first point of contact for both landlords and tenants and she is able to quickly and efficiently handle all the issues for a 'win-win' outcome. Together with her vibrant and down to earth personality, she is a dedicated member of our team which is ideal for this busy role!

PROFILES (continued)

	<p><u>JULENE MOORE – LETTING MANAGER</u></p> <p>Julene has been appointed to the specialist role of Letting Manager within the property management department.</p> <p>Her outgoing personality is ideal for this role of showing prospective tenants through our available rentals. In this position she is responsible for selecting and approving tenants, liaising with landlords and making sure the whole renting process is as hassle-free as possible.</p> <p>Julene has extensive property related experience and has proven to be a strong negotiator with an attitude of 'go the extra mile'.</p>
	<p><u>PAMELA DORMER – PROPERTY MANAGEMENT ACCOUNTS</u></p> <p>Pamela has been a valuable member of the James Dean Residential team since 2007.</p> <p>Pamela possesses a very vibrant and outgoing personality and with her wealth of property industry experience and acute attention to detail, excels in her important position which includes the processing of accounts and disbursements for our clients, customers and contractors.</p> <p>Pamela is also an important back up to our Property Management Team as she can cover many department roles while staff members are on annual leave.</p>

Staff

PROFILES (continued)

	<p><u>TAYLOR PARKER – PROPERTY MANAGEMENT RECEPTION</u></p> <p>Taylor is our young and enthusiastic manager of first impressions for our Property Management Department.</p> <p>Taylor is a “whiz” on the computer and all forms of social media. Her important role also assists in streamlining our “task based” property management department ensuring the all enquiries received are directed to the most appropriate team member who can action the matter most effectively and efficiently.</p> <p>Taylor is willing to learn all facets of the real estate industry and is very proactive in assisting our Property Management Team wherever possible.</p>
	<p><u>JAMES DEAN RESIDENTIAL – SALES TEAM</u></p> <p>All sales consultants at James Dean Residential have an extensive knowledge of the real estate industry and current market conditions and also have a guaranteed service. Should you need to sell your investment property at any stage or if you are looking to increase your property portfolio, our sales consultants will be more than willing to help you with your needs.</p>
	<p><u>JAMES DEAN RESIDENTIAL – PROPERTY MANAGEMENT TEAM</u></p> <p>Our team of dedicated professionals, in conjunction with our guaranteed service, is committed to ensuring that all clients receive the highest possible service available and that one of, if not your most important investment or investments is always cared for as the property were our own. With years of experience along with honest and reliable industry knowledge, you can be assured that the management of your property investments is in great hands.</p>

Property Management

INTRODUCTION



Property management has become a specialised field with vast legal implications.

The need to have your property managed by a professional property management team is now more important than ever.

The Residential Tenancies & Rooming Accommodation Act 2008 (RTRAA) and Property Occupations Act 2014 have complex rules and regulations relating to property management.

These Acts place immense responsibility on whoever manages a rental property to comply with these guidelines.

Failure to comply with these legislations can attract harsh penalties, including large fines and jail time in extreme cases, to either the owner (you) or the owner's nominated managing agent (us).

Agents involved in property management (and owners who manage their own properties) must possess a thorough working knowledge and understanding of these Acts, as well as other relevant legislation such as National Privacy Act and Anti-discrimination Acts and as well as areas involving liability issues.

Our staff are always thoroughly informed and highly trained in these aspects of legislation to help provide peace of mind to you; the owner. James Dean Residential gives you our assurance that we will be acting in your best interests – legally, ethically and financially, at all times.



Promoting your Property to

PROSPECTIVE TENANTS

Internet advertising is the most effective way of attracting prospective tenants.

All properties listed on our website www.jdre.com.au are automatically listed on the 12 following websites

www.realestate.com.au

www.domain.com.au

www.rent.com.au

www.realestateview.com.au

www.homehound.com.au

www.homely.com.au

www.allhomes.com.au

www.rentfind.com.au

www.abcrealestate.com.au

www.watersidepropertysales.com.au

www.tradingpost.com.au




www.brolga.com.au

We will advertise your property on the internet at www.jdre.com.au & each of the websites listed on the left hand side of this page, on our full colour “**Rental List**” and on our **Office Window Display**. All clients will also have their property advertisement upgraded to a **Highlight Listing**, on www.realestate.com.au. This upgrade will ensure your property is prominently displayed on Australia’s biggest real estate search website, increasing your chances of renting your property sooner. Unless you specifically request otherwise, we will also put a For Rent sign out the front of the property.

The costs for these forms of advertising, excluding the upgrade to a “Highlight Listing” on www.realestate.com.au, are all covered in the letting fee. We can also offer additional advertising including Courier Mail or local paper advertisements (at cost price). The prominent position of our office maximizes exposure to prospective tenants and the strength of our office working for you also means that tenants come to us first and our clients have the best choice of tenant. To complement this marketing our office is open from 8.30am to 5.30pm Monday to Saturday to allow prospective tenants to uplift our Rental List and conduct inspections if required.

We only allow prospective tenants to view your property with a property management representee present.

4/385 Hawthorne Road, Hawthorne, Qld 4171

Townhouse: 3  2  2 
\$675p.w. On Market



Architecturally Designed, Executive Townhouse With Ducted Air Conditioning

James Dean Residential presents this architecturally designed, executive style, three bedroom, two storey townhouse located in the prestigious suburb of Hawthorne. Ideally positioned with great access to the trendy and extremely popular Oxford...



Promoting your Property to

PROSPECTIVE TENANTS cont



Professional Photos

A prospective tenant's first impression of your property will be a significant factor when deciding if they are going to make an enquiry and/or arrange an inspection of your property. For this reason, it is imperative that you do everything possible to ensure that prospective tenants, in such a competitive rental market, are "wowed" by your property.

Professional photographs of your property compared to standard photos, are a simple and effective way of attracting more enquiry from your advertisement and giving you an advantage over other houses that are being advertised that you are in competition with. It is also statistically proven, through research carried out by the Real Estate Institute Of Australia (REA), that houses advertised with professional photographs attract more enquiry, have reduced 'days on market time' and can also help in achieving better prices.

For this reason, when you list your property for rent through James Dean Residential, it is a requirement of our office that a professional photo shoot of your property is completed prior to your property being listed for rent. Through Open2View Photography, our office has arranged a discounted price \$135.00 per photo shoot which includes up to 8 photos. Other photo packages are also available upon request. These professional photos can then be used again when your property becomes vacant in the future or if you ever need to sell, provided no significant changes occur.

Using the Latest **TECHNOLOGY**

What IT programs and software we use to manage your investment property



To help us ensure that we are managing your property efficiently and effectively, James Dean Residential are constantly investing in the most up to date technology available to the industry. We are also constantly researching new IT software and programs as they become available, so that our office as well as you and your property always have access to the best systems available in this modern high tech society.



We use PropertyMe, which is one of Australia's fastest growing property management trust account programs, to manage our trust account database. PropertyMe is a cloud based program and also allows owners to access their property information, including statements, up to date financial information, documents etc. online via an owner portal 24 hours a day, 7 days a week. PropertyMe also allows our office to send mid-month and monthly statements with relevant documents for your property such as tenancy agreements, invoices, official notices etc.

We also host our own emails and control our website in-house allowing us to make updates without delay. In conjunction with our website, we use an impressive online program called www.inspectrealestate.com.au This program has multiple functions including allowing prospective tenants to book inspections for available rentals 24 hours a day/seven days a week, text messaging for changes or delays to inspection times, application progress tracking for both owners and prospective tenants, instant reports for owners following an inspection and much, much more.

Selecting the **RIGHT TENANT**

We are particularly discerning when it comes to maintaining the quality of tenants for our managed properties.



Successful property management starts with the best possible tenant selection. We will not compromise our reputation of providing our clients with the most suitable tenants to lease their properties.

Our philosophy is to always be critically selective with tenants because our aim is for you to have a worry free tenancy. Our detailed screening process aims to establish that tenants can meet the responsibilities of the General Tenancy Agreement. Tenant selection is in accordance with laws covering discrimination, residential tenancies and privacy.

Once an application has been received and processed, we will contact you to discuss the details of the applicants in great detail. Based on the reference checks, we will make recommendations and give you our opinions as to the pros and/or cons, as well as the overall suitability of the applicants for your property. By involving you with the application process and allowing you to make the final decision about the application, you can always be assured that you have control of the people who will be renting your investment property.

Tenant Selection Criteria

Database Checks

TICA Default Database.

Personal References

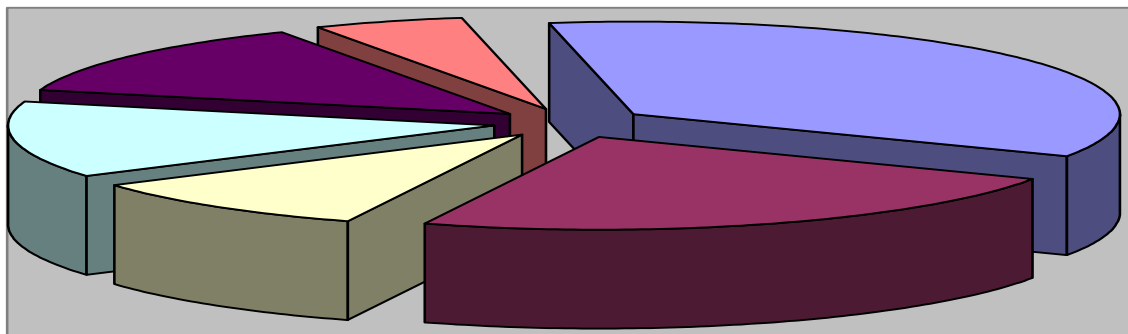
Rental History (Agents/Owners)

Confirming and verifying;

- Was the property well looked after/presented
- Was all the bond refunded to the tenant.
- Was all rent paid on time.

Income/Rent Ratio

We set a maximum ratio of rent payments not exceeding more than 33% of the applicant income.



- Full time/ Casual/ Part Time

TENANTS UP-FRONT

Tenants must be made aware of all areas of their responsibilities.

Our standard procedure is for all new tenants to view our “New Tenant Information Presentation” when signing the tenancy agreement. This is an audio visual presentation we have created to ensure new tenants are fully aware of their rights and responsibilities before entering into a tenancy agreement. Some important topics covered are:

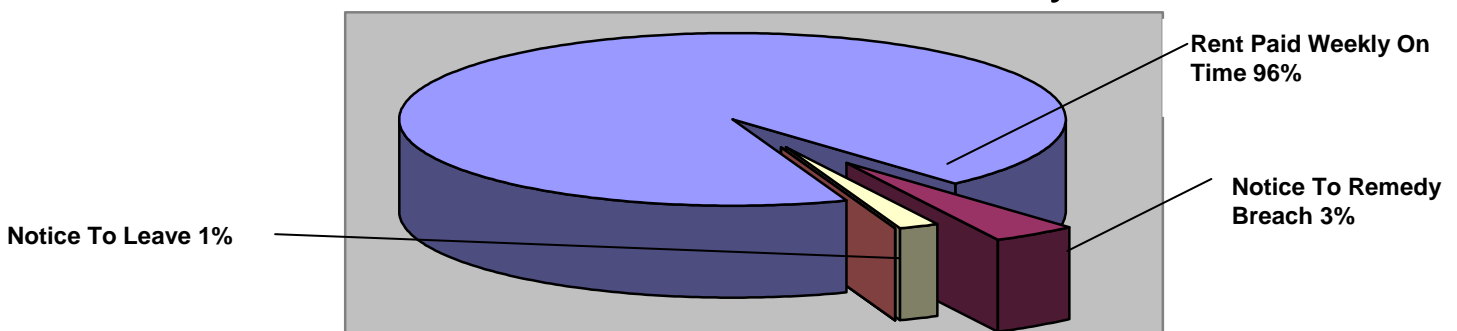
- An overview of essential terms, special conditions and general responsibilities of their lease and the RTRAA 2008;
- Reporting maintenance to us quickly to minimise damage and expenditure as well as preventing any potential liability issues to an owner.

Rental arrears are checked on a daily basis.

James Dean Residential provides tenants with a number of rent payment options including EFT, Direct Debit, Bank Cheque / Money Order, or B-Pay, allowing tenants to make payments 24/7.

Should a tenant's rent fall into arrears we initiate formal action at the earliest opportunity possible under the Act. Any arrears are dealt with quickly and efficiently with less than 3% of rental paid requiring issuing any Arrears notices or formal action.

Arrears Control – Rent Payments



Landlord

PROTECTION POLICY



At James Dean Residential we understand that insuring properties you own but don't live in can be a complicated process. While we take all possible precautions to prevent default risks, sometimes circumstances arise which are beyond our control such as significant change in circumstances, relationship breakdowns, loss/transfer of employment and death.

That's why comprehensive 'Landlord Protection Policies' tailored to protect the owners of investment properties are available. We can provide further details upon request and arrange policies if needed through certain insurers.

These policies are specifically designed to mitigate any financial or out of pocket expenses you may have as a result of a defaulting tenant's actions.

The Landlord Protection Policy offers a range of benefits and features in addition to those found on standard policies, all at a competitive price. **The question is, can you afford not to have it?**

For more information on this policy or other policies available in the market place, please contact your Property Management Team.

It is a legal requirement that all rental properties must have a current building and public liability insurance policy (minimum \$10M). If you require further information on this coverage, your property manager will provide you with some brochures or alternatively contact your insurance company or broker.

Please contact us should you require a brochure with this information.

Our

SERVICES TO YOU

Regular inspections are a major part of the ongoing care of your investment property.

We Conduct inspections three months after the tenancy commencement and then every four months thereafter.

Prior to each tenant's occupancy, an entry condition report is prepared that thoroughly details all aspects of the property. The quantified detail of this report is a major factor used to minimize risks as it is this report that determines how the property is to be left at the end of the tenancy. A copy of the completed report will be sent to you with your monthly statements after a tenant takes possession at your property. We also take numerous digital photos reflecting the condition of the property to accompany the entry report at no additional charge.

Routine inspections of your property are carried out three (3) months after a Tenancy commences and then every four (4) months thereafter. The purpose of these inspections is to check that the property is being looked after as well as to bring to your attention any immediate maintenance needs and to inform you of any preventative maintenance. Owners can then forecast and budget accordingly, for any upgrading work suggested in the report. You will also receive digital photos from each inspection to accompany your report.

When tenants vacate the property, we carry out a final inspection ensuring that they leave the property in an acceptable condition referring back to the entry condition report. Bonds will not be released until all matters relating to the tenancy are finalised.

Our

SERVICES TO YOU

Continual income is a major factor in the success of your investment property.

Fixed term leases play a significant role in achieving this goal.

Once a successful applicant has been approved for your property and becomes a tenant they will enter into a fixed term Tenancy Agreement, usually for a period of six or twelve months.

We highly recommend that all owners to try to keep their tenants on fixed term tenancies where possible, as this is one significant area that reduces the risk liability while increasing income continuity to you.

A fixed term Tenancy Agreement runs for a fixed period and is binding with both parties for the term of the agreement. Either the owner or tenant can choose not to renew the Tenancy Agreement in which case two months written notice is required to be given to the tenant or two weeks notice by the tenant to the owner. If a fixed term Tenancy Agreement expires the tenancy becomes a periodic lease, often referred to as a month-to-month lease, and significantly disadvantages the lessor as shown, as the tenants can vacate by giving only two (2) weeks notice.

Leases – Fixed Term vs Periodic

Fixed Term Lease

Landlord

Is committed for the term of the lease.

Has the option as to whether to offer a new lease to the tenant. Also whether to seek new terms.
(eg: increase in rent)

Must give two months' notice to the tenant to terminate at the end of the lease.

Provides an owner with income continuity for the period of the lease.

Tenant

Is committed for the term of the lease.

Has the option as to whether to enter into a new lease with the lessor.

Can give two weeks' notice to the lessor to terminate but only at the end of the fixed term lease.

Periodic Lease

Tenant

Tenants can give two weeks' notice and terminate the lease at any time.

Landlord

Must give the tenant a minimum of two months notice to terminate the lease.

Two months notice is the minimum period required to be given to the tenant for any alteration to the terms/conditions to the periodic lease.

Many people talk of "month to month lease" when in fact no such lease exists. There are only two types of leases which are periodic (often referred to as month to month) and fixed term. A fixed term lease provides the best options and benefits for a landlord and we believe that keeping a tenant on a fixed term lease is another important factor in minimising risk to a landlord.

GUARANTEE PART 1

Your “No Risk” Service Guarantee



***Our Guarantee
– If we fail to
meet any of
these
standards, the
next three
months’
management of
your property
will be
provided to
you FREE OF
CHARGE***

What can you expect from us? We offer to you the following service commitment in writing:

- ✓ Your interests are our prime concern; we are a client focused business and are always working for you. Remember, we are your employees!
- ✓ Your Property Management Team are your point of contact that has a broad understanding of all facets of the Residential Tenancies & Rooming Accommodation Act 2008 and has full knowledge of all matters relating to your property.
- ✓ Your Property Manager is available to you five days a week either by phone or email.
- ✓ If your Property Manager is unavailable at any time during business hours and you leave a message, it will be returned within 48 hours excluding weekends and public holidays.
- ✓ Email messages will be replied to within 48 hours.
- ✓ We will use the most efficient systems available for rent collection and in the event that your tenants ever fail to pay the rent, we will pursue the arrears with the maximum speed the law will allow.
- ✓ We will deposit your monies into your nominated bank account within two working days of our disbursement close off date.
- ✓ All agreed property outgoings will be paid in the strictest confidence and will not be released to a third party without written authorisation.
- ✓ All personal information will be held in the strictest confidence and will not be released to a third party without written authorisation, unless required to do so under law.
- ✓ The highest standards of honest, integrity and professional practise will be conducted in compliance with the Code of Conduct of the Real Estate Institute of Queensland (REIQ).

Service

GUARANTEE PART 2

Your “No Risk” Service Guarantee



***Our Guarantee
– If we fail to
deliver on any
of these
standards or
our promises,
you can
terminate your
agreement with
our office
immediately***

Renting & Managing Your Property

- ✓ When you list your property exclusively with our agency and advertise at our recommended appraised weekly rent, should the property not be rented within three weeks; we will allow you to list the property with other agents or terminate the agreement. Should the other agent locate a suitable tenant, you will be released from our agreement without penalty or cost.
- ✓ Throughout the duration of the management with our company, if you feel that you are not receiving the high standard of service that you expect from our company and would prefer to change agents, provided that you outline the reasons behind your decision to us in writing, we will release you from the Agreement immediately
- ✓ If we employ a tradesman other than those stated in your Management Agreement without your prior authority (unless in emergency circumstances), we will reimburse you for the amount of the invoice.
- ✓ If we renew a Tenancy Agreement at your property and there is an error in relation to the renewal instructions i.e. at a weekly rent lower than your requested amount, provided you have written evidence of your instructions, we will discount our fees to cover the costs of our mistake to ensure that you are not out of pocket for the term of the tenancy.

Rent

REVIEWS

We want your investment working for you.

That's why your tenancy agreement is closely monitored to ensure you gain full advantage of current rental market trends.



Your Property Management Team constantly monitors the rental pricing market and reviews the rental price prior to the expiration or renewal of each Tenancy Agreement.

Our office **does not** charge a lease renewal negotiation fee as this service is included in your management fee.

This allows us to apply increases in rent in line with the current market ensuring that the yield from your property does not lag behind its potential.

We want to ensure that you achieve the highest return possible on your property investment whilst also maintaining income continuity.

Our staff will contact you on these occasions to present the options available and make a recommendation that is best for you and your property.

Payments and **STATEMENTS**

***To help
maximise
your rental
return, we
ensure
payments are
forwarded to
you promptly
each month.***



Each month, we forward you an itemised statement showing all rental income and payments made on your behalf. Included with your statement will be any relevant documents associated with your statement like invoices, council rates, tenancy agreements etc. for your own files and tax purposes.

We can also arrange for your rental income to be paid into your account on the 15th of each month in addition to the payment at end of each month. Mid Monthly and Monthly statements will have the original invoices attached. Council rates, body corporate levies and landlord protection insurance premiums are just some of the accounts that can be paid on your behalf from received rental monies at no additional charge.

We also encourage and educate tenants to pay the full rental amount due, to ensure that your investment is working for you.

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

Management FEES



***Our fees, are
fully tax
deductible
and are GST
inclusive.***

Letting Fee – 110% of the weekly rent amount collected

- Property management time in showing the property
- Preparation of photo for website and rent list
- Processing new tenant applications
- Checking tenancy database for history checks
- Preparation of lease and bond documentation
- Preparation of entry condition report
- Lease and tenancy obligations explained in detail
- Lodgement of bond to RTA

Advertising Costs – These are third party costs and subject to change without notice

- Professional Photo Shoot - \$135.00 (subject to change)
- Highlight Listing Upgrade on www.realestate.com.au - \$77.00

Management fee – 7.7% of the weekly rent amount and any additional income (i.e. water, electricity etc.) collected

- Collection of rent (as well as water and electricity income collection if applicable to your property)
- Control of rent arrears
- Organizing tenant direct banking
- Bank fees to provide this service
- Routine inspections with written report and photos
- Maintenance supervision
- Invoice, rate and levies payments as authorised
- Overall management
- Fixed term lease renewal negotiations
- Title searches
- Accompanying professional consultants accessing the property
- Organize minor insurance claims when required
- Finalizing vacating tenants at end of lease
- Organizing landlord insurance and debt recovery
- General liaison with Landlord

NB: We will make every possible attempt to contact you before any repairs/maintenance requests are approved.

Administration Fee - \$5.50 per month

- Phone, fax charges, postage charges
- Bank charges for electronic banking
- Monthly & yearly statements
- Electronic storage and subscriptions
- Program licence fees subscriptions

Management

FEEES (con't)

Water Account Collection Fee – refer to management fee.

- We will forward water charges to the tenants for payment.
- Outstanding invoice follow ups as required.

Queensland Civil & Administrative Tribunal (QCAT) Fee - \$220 + Parking & QCAT Lodgement Fees – Only if required;

- Preparation fee
- Lodgement of paperwork
- Travel & time expenses
- Representation fee

NB: This is a maximum charge per claim. This charge cannot be claimed back from a tenant.

Digital Photos For Entry Condition Reports – included in the management fee.

Our office will take several hundred digital photos at the beginning of each tenancy, which will accompany the Entry Condition Report. While the agent is required to complete the Entry Report on the standard forms at the beginning and end of each tenancy, digital photos are not mandatory. In the event of a dispute, digital photos can provide a clear and decisive indication of the general condition of property. Comprehensive photos in many instances can greatly improve your chances of having a dispute settled in your favour before requiring the need to go through dispute resolution with the Residential Tenancies Authority (RTA) or the Queensland Civil & Administrative Tribunal (QCAT). In the event that a dispute is unresolved and requires mediation through the RTA or is referred to QCAT, digital photos can again greatly increase your chances of a dispute settlement in your favour. Photos are taken before the commencement of each new tenancy to give you the utmost protection in the event of a dispute. These photos are copied onto a CD and given to the tenants for their reference when they collect the keys and the entry condition report.

Other Upgraded Advertising Options

If you would like to further upgrade your property advertisement to a 'Premier Listing' on www.realestate.com.au we can arrange this for you for at the cost price which will be quoted as required. www.domain.com.au also have advertising upgrade options available if required.

We can also place an ad in the Courier Mail or local paper at the advertisement cost. Additional advertising costs can be deducted from your account once tenants are accepted on your property. Prices will be quoted upon request as these are continually changing.

Optional Extras

FEEES

Smoke Alarm Servicing \$70.00 and Water Meter Readings as Required (no GST applicable)

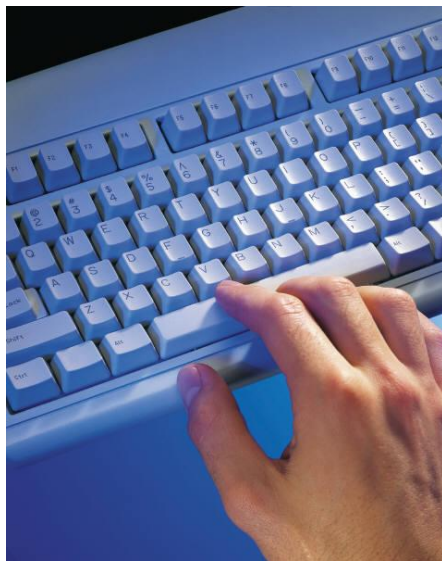
Under legislation, all rental houses must be fitted with an electrical safety switch and working smoke alarms. It is the owners obligation to ensure that, within 30 days of a Tenancy Agreement commencing or being renewed, that all smoke alarms must be tested and cleaned. To assist you in complying with your obligations under legislation, your Property Manager can arrange the required servicing to be carried out by Proactive Property People at the above costs. As a part of their service, they will test (using smoke in a can and pressing the test button), clean with compressed air, do a decibel reading and replace the battery in each smoke detector throughout your property if it does not test in the "good" range. Should the smoke alarm require replacing, this will incur an additional charge and a licensed electrician will be required to replace or install any hard wired smoke alarms. PPP will provide you with a written report which will include any recommendations about the positioning of the smoke alarms if necessary, for your records. If you would like to be responsible for the servicing of the smoke alarms in your property, we will require you to sign an "opt out" form at the commencement of your management so that we are legally covered. Please refer to the RTA Smoke Alarm Servicing Fact Sheet at the end of this book for further information about tenants and owners smoke alarm obligations.

Water Meter Readings

Under the current Residential Tenancies and Rooming Accommodation Act, owners of a rental property can pass on either excessive or full water costs to the tenant dependant on whether the property is deemed to be water compliant. Your Property Management Team can discuss these options with you at the commencement of your Management Agreement. Should you choose to charge for water usage, a water meter reading must be carried out at the beginning and end of each tenancy so that the exact water usage can be determined. Proactive Property People, who subcontract solely to James Dean Residential, will do these water meter readings in conjunction with the smoke alarm servicing as required for no additional fee. This will also include a final reading at the end of each tenancy so that we are able to calculate water usage between ratable periods. Refer to RTA - Water Charging Fact Sheet at end of book for further information on water charging.

Completing the Property Occupations Act Form 6

A copy of a basic property management agreement can be forwarded for your perusal.



The Property Occupations Act 2014 Form 6 - Appointment and Reappointment of Property Agent, Resident Letting Agent or Property Auctioneer agreement sets out the responsibilities and undertaking of both parties. The agreement is in two parts with the first four pages (Appointment of Agent) dealing with the agency appointment, which requires a signature on page 4. The second section, (Property Management Schedule - pages 5 – 9 plus any annexures) deals with the terms and responsibilities of the agreement relating to your property. There are some areas in the management authority that provide more than one option and these are listed as follows.

Appointment of Agent (pages 1 – 6)

Page 1 –

Part 1: Client 1 and 2 Details – This section states the full names of the registered owners of the property including contact numbers, email and mailing addresses. A title search will be carried out to confirm this information

Part 2: Agent Details – This section states the company details of our agency.

Page 2 –

Part 3: Property Details – This section states the details and address of the property you intend to rent. Lot, plan and title reference numbers can be inserted by your agent by doing and RP search.

Part 4: Appointment of Agent – This section verifies the relevant services our company will perform for you, the type of appointment, the desired rental charge for your property.

Page 3 –

Part 5: Termination of appointment – This section outlines the notice required by either party to terminate the appointment

Page 4 –

Part 7: Commissions – This section sets out the commissions/fees charged in the agreement (please note that this section refers clients to the Schedule on page 1 if the schedule for a detailed breakdown of all fees and charges).

Page 5 –

Part 8: Authorisation to Incur Fees, Charges & Expenses – This section sets out the fees applicable to the agreement (please note that this sections refers clients to the Schedule on page 5 for a detailed breakdown of all fees and charges) as well as maintenance repair limits.

Page 6 –

Part 9: Signatures – This section is where all registered owners and the Agent must sign and date the agreement.

Completing the Property Occupations Act Form 6 - continued

A copy of a basic property management appointment (POA Form 6) has been included with this information.



Property Management Schedule (pages 1 – 10)

Page 1 -

A: Prior Appointment – This section must be completed prior to the agreement being signed.

B: Property Details – This section must be completed prior to the agreement being signed.

C: Date Available - This date is used when advertising to indicated the to prospective tenants when the property will be available

D: Rent – This section nominates the Lessors bank account which disbursement of funds will be deposited into. Disbursements can be paid in the middle of the month in addition to the normal end of month payment if needed.

Page 2 -

E: Commissions – This section outlines the letting commission charge.

F: Fees, Charges & Expenses – This section outlines the management fee and all other fees that can be charged for the management of your property.

Page 3 -

G: Disbursements - This section authorises the agent to deduct for payment, applicable invoices/rates etc from the Lessors trust funds.

H: Services - The tenant pays the telephone, electrical and gas bills. If the property is certified as being water efficient to a 3 Star Water Efficiency Level Standard (WELS) rating the tenant can be charged for full water usage. If the property is not certified as being water efficient, the owner can charge the tenant for excess water usage only. In our office, this means that the owner will be liable for the first 55KL of water used per quarter) and the tenant is liable for any excess water usage above this figure. Water access and sewerage charges are payable by the owner.

I: Emergency repairs - This section applies to Section 124 of the RTRAA, which defines circumstance classed as emergencies that require being remedied immediately. If an owner has preferred contractors, they can nominate these contractors in this section

Page 4

J: Warranty or Maintenance Contracts – In this section, owners can nominate if there are any warranty or maintenance contracts associate with the property or its inclusions

K: Pets - Authorises your agent to approve applicants with pets as per your instructions.

Completing the Property Occupations Act Form 6 - continued

A copy of a basic property management agreement (PAMD Form 20a) has been included with this information.



Property Management Schedule (pages 1 – 10) - continued

Page 4 continued

L: Pool Safety – Due to recent law changes, all properties with a pool or spa must have a pool safety compliance certificate. If your house has a pool or spa, this box must be tick and a pool compliance certificate supplied to your agent before tenancy commencement.

M: Approved Occupants – This section outlines the owners preferred maximum number of occupants who can reside at the property.

Page 5 -

N: Special Conditions - If you require any special conditions for your tenancy, please contact your Property Manager to discuss these. Standard special conditions are automatically included in all Tenancy Agreements for your added security. If you would like a copy of these special conditions, please ask your Property Manager.

O: Insurance Details – Under the Property Occupations Act 2014, it is a legal requirement for a landlord to have building and legal liability insurance (\$10M minimum coverage for legal liability) for each property. It is highly recommended, but not compulsory, that landlords have an adequate and comprehensive landlord protection insurance policy (tenant default) on the property. We require a certificate of insurance confirming this policy is in place when completing a management agreement.

P: - Body Corporate Details – If you own a strata-titled property, insert the body corporate details here. A copy of the by laws must also be provided to the tenant

Page 6-

Q: - Lessors Emergency Contact – Insert the details of your next of Kin.

R: Privacy – This section refers clients to our privacy statement, governing the collection and handling of your personal information in accordance with law.

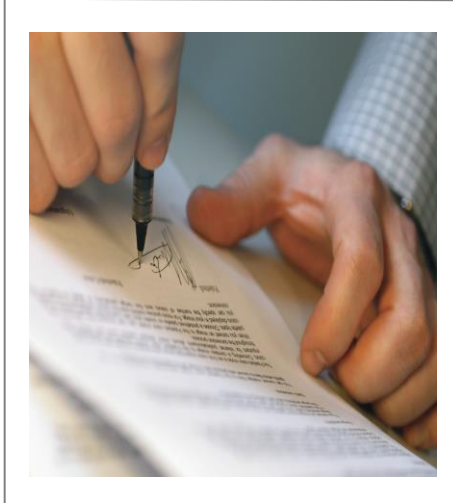
S: Signatures – All registered owners must sign in this section.

Page 7 – 9 - The Essential Terms and Conditions of the POA Form 6.

Page 10 – Pool Safety Disclosure for the Property (this page must be completed irrespective if you have a pool or spa or not

Page 11 – Annexure - Continuation of Page 5, Part 8 of the Appointment of Agent

Conclusion



This information booklet is not intended to be exhaustive with regard to all of the property management services offered by James Dean Residential.

However, it is intended to give you sufficient information to emphasize the importance of having your property comprehensively managed on a full time basis by qualified, competent staff. We have discussed how property management has become a very specialized field requiring a sound knowledge of all relevant legislation.

Individually and collectively, this is a close knit and specialised team focused totally on ensuring that your investment is working for you.

We trust this proposal will provide you with the necessary information to make an informed decision as to the future management of your largest investment asset.

Should you have any queries or require further information, we can be contacted on any of the following:

***Your financial
well being is our
highest priority.***

Property Management

Phone: (07) 3907 9666
Mobile: 0409 557 509 (Shane Booth)
Fax: (07) 3390 6483
Email: rentals@jdre.com.au

Sales Department

Phone: (07) 3907 9666
Mobile: 0418 732 885 (Tony Dean)
Fax: (07) 3390 6483
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***James Dean Residential –
Legendary in Real Estate!***

This image shows a single page from a notebook or ledger. It features approximately 20 evenly spaced horizontal black lines across its entire width. The lines are thin and uniform, providing a guide for handwriting. There are no margins, headers, footers, or other markings present on the page.