



serene



sustain



secure



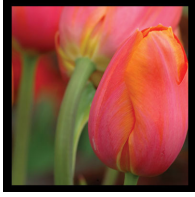
support



property management guaranteed

residential property management proposal

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Property Management Guaranteed's Philosophy...

Put simply...

Happy Landlord + Happy Tenant + PMG = \$\$\$



Company Story...

Property Management Guaranteed...

Extensive research into the needs of property investors and tenants has highlighted a serious lack of:

- Exceptional Service
- Attention to detail
- Responsiveness
- Accountability



Property Management Guaranteed was created to fulfil this need.

The sole objective of PMG Australia is to provide landlords and tenants with a unique level of service and accountability based on the simple promise that a truly satisfied customer is one who is confident their property is being well maintained, is always in a condition to be able to optimise a financial return and that the tenants are content.



PMG IS DEDICATED TO MANAGING
PROPERTIES.



THAT'S ALL WE DO!



Our Focus...

Simply stated Property Management Guaranteed will protect your investment by: keeping your property attractive and desirable through meticulous attention to detail in maintenance, passing along economies of scale and implementing periodic inspections in order to prevent rather than to fix problems.

We understand what you, the Landlord want and need from the management of your property:

- You want to minimize your expenses and maximise your income.
- You want to be kept up to date with what is going to affect your investment.
- You want to be assured that the *rental is being paid* according to the arrangements made.
- You want to know that your property is *being maintained by the tenant and the property manager.*

Our philosophies are simple:

- To provide the *best possible service* to our clients at all times.
- To provide you with a *property management service second to None.*
- To establish and develop *mutually beneficial business Relationships.*
- To provide the *highest standard of professionalism* in the services we provide.

Property Management Guaranteed focuses on:

- Obtain the *best return possible and minimize your property expenses.*
 - *Implement your instructions* to the letter.
 - Leasing your property to the *most suitable tenant as quickly and efficiently* as possible.
 - *Maintain and enhance* your investment.
-



Property Management Guaranteed is focused on providing outstanding property management. We do not compromise because we do not combine our service with sales.

PMG tailors all property management packages to suit individual needs.

Property Management Guaranteed has created a system that enables a high level of pro-activity (early detection of potential problems, tenant education, satisfaction and replacement) to ensure that exceptional standards are maintained at all times.

The system is based on: the best people, equipped with the best information and resources, kept up to date through diligent tracking of market trends and customer needs.

We have derived plans to aid in **minimizing expenses** and maintaining the property.

The plans take into account:

- maintenance - as it is the biggest area of expenses in a rental property and;
- tenant education which aids in maintaining the property and also **cutting down unnecessary expenses**.

We also provide clients information on purchasing new **“Investment Properties”**. Our **“Investment property of the month”** comes out on our monthly newsletter to give our clients the opportunity to increase their portfolio.





Management Services...

Details of services we provide during management:

Advertising

Your property will be listed on **our website and Realestate.com.au.** also if required, we can place a add under the rental listings section in the Advertiser; these charges for this are passed onto you at cost. As part of our "Internet Listing Fee", we attend the property, take photos and notes. We can update the add at any time. The photos are kept in date order for future reference. Once loaded online you can check your add live at anytime!

Initial and Final Inspection

An "**Initial Inspection**" is carried out prior to the tenant taking possession of the property. It consists of a complete report on the condition of the property. The tenants receive a copy and sign off on it. This inspection is then used a guide for the "**Final Inspection**" at the end of the tenancy taking into account wear and tear. "**Final Inspection Guide**" and "**Initial Inspection**" documents are supplied for your information. We also take photos which form part of the initial inspection and can resolve any problems when the tenant leaves the property. We can also undertake a furniture inventory if the property is furnished (at an extra cost).

Tenant Selection

Prospective tenants are required to provide all information requested on our extensive "**Application Forms**", along with relevant ID. We have a strict tenant selection process. We phone all referees supplied on the forms including past landlords and employers. Tenants are then selected if the information supplied reaches the standards we require, the information is then passed to you for your final approval. "**Application Form**" supplied for your information.

Lease Preparation - Letting Fee

The letting fee covers all the costs of attaining new tenants, excluding media advertising. This includes all show throughs, initial inspection, reference checking, lodging of bond, drawing up a Residential Tenancy Agreement and any other documentation.

Rent Payments

Tenants pay rent via several methods into our trust account. These include, Direct Transfer, B-Pay and Direct Debit or Cash or Cheque at our office. Tenants must pay their rent ON TIME, EVERY TIME, fortnightly, weekly or monthly.

Security Bond

At the commencement of the Tenancy, a Security Bond of 4 weeks rent is collected (6 weeks if rent is in excess of \$250 pw) and lodged with the Tenancies Branch of Office of Consumer and Business Affairs.

Arrears

Rent arrears is checked daily and followed up with appropriate action – phone call, letter or Forms are served on whatever the situation calls for to ensure rental payments are kept up to date.

Ongoing Management – Management Fee

The management fee is charged on all monies collected on your behalf. Management fees cover the day to day running of the property, tenant and landlord liaison, arranging maintenance, site visits, collecting and processing rental payments, rent arrears, etc.

Routine Inspections

Routine Inspections are carried out every three months, a report of the inspection is forwarded to you with your end of month statement. Any maintenance or other matters of an urgent nature is reported to you immediately to enable us to take the necessary action.

Maintenance & Repairs

We have a register of qualified and suitably insured Trades People to cover any maintenance that may be required.

Water Rates

Tenants are responsible for all water usage and supply charges. Landlord is responsible for Sewer and Murray River Levy.

Accounts

We can pay all of your accounts pertaining to your investment property; council rates, water rates, maintenance, etc. Copies are sent to you with your end of month statement.

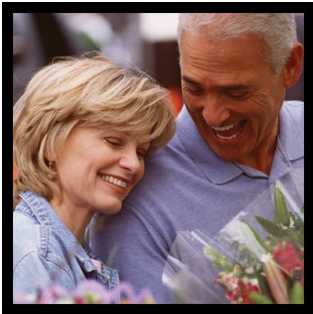
End of Month Statements

At the end of each month, a Statement is issued detailing:

- Rents Collected
- All outgoings (rates and maintenance, etc)
- Management Fees
- Monies forwarded to your bank.

A financial end of year statement with details of all transactions for the year will be issued to you at the end of the Financial Year.

Payments are made on the 14th and 28th of each month. If these dates fall on a weekend or public holiday, the payment will be made on the previous business day.



Property Management Guaranteed offers **unique benefits** in their management package. We have found that one of the areas lacking attention in property management is maintenance. High costs in unnecessary maintenance repairs are sometimes caused by property managers overlooking minor problems. In some cases, the Landlord is not advised of maintenance issues and these become major issues which cause the property to be left in poor condition. This can bring up problems with the tenants, and can decrease the value of your investment.

This is why you need to talk to our property manager about managing your investment, and giving it the **type of attention it requires**. By doing the necessary maintenance and keeping the property up to scratch, it not only increases the value of your investment, but also keeps the tenants happy. If the tenants are happy, they pay their rent on time and also look after your investment. It is a **win win** situation.

We believe tenant education is also a vital part in the management of a property. Tenants need to be informed how to maintain the property so that maintenance can be kept at to minimum, and also know when to report problems that may become major. Tenants who are educated, for example, in relighting a hot water service, how to operate an air conditioner, how to operate the stove and what to do if the safety switch trips, will **cut down** on unnecessary **costs**.

Why use Property Management Guaranteed?

Because we care

- **About You**
- **Your Investment**
- **Your Peace of Mind**

Property Management Guaranteed.

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