



Working hard all year
to protect your investment.

HOCKING STUART

The Hardest Working Estate Agents

www.hockingstuart.com.au

A good property manager leaves nothing to chance. We'll do everything in our power to secure you the best available tenant and protect your property so that you can enjoy a stress free investment.

This brochure outlines the key areas your personal Hocking Stuart Property Manager will address:



The Formalities

- ▶ **We take instructions from you.**
The 'Instructions to Agent Form' provides us with all the information we need to successfully market and manage your property.
- ▶ We will be happy to discuss your Landlord Protection **insurance** needs and suggest options if desired.
- ▶ We will require **identification** such as notice of council rates to prove your ownership of the property.



Attracting Tenants

- ▶ We will organise to have **photographs** taken of your property, to present your investment in its best possible light.
- ▶ We will advertise your property on the **major property websites** and our office property rental lists.
- ▶ Details of your property will be emailed directly to thousands of **Red First** members who we know are looking for property.
- ▶ We can arrange **for lease boards** outside your property to attract passing traffic.



Choosing The Best Tenant For You

- ▶ **Open for inspection by appointment only.** We understand that you don't want strangers wandering through your property so we don't just hand out keys. That's why we qualify prospective tenants and personally meet them at your property.
- ▶ **We will update you** regularly on the progress of inspections.
- ▶ We will process tenant application forms before presenting them to you, **checking all references** including: employment, rental and credit history, national tenancy database history and personal references.
- ▶ We will present the prospective tenant information to you, to help select the most suitable tenant.
- ▶ We prepare documentation including the **lease agreement, bond lodgement and detailed condition report.**
- ▶ Tenancy is confirmed once the lease is signed, first month's rent and bond is paid and lodged with the Residential Tenancies Bond Authority, the condition report is completed, keys and other relevant information provided.

Caring For Your Property

- ▶ We conduct routine inspections every **six months** and report back to you.
- ▶ We have a reliable, cost effective team of trades people **available at short notice** to assist in the maintenance of your investment.
- ▶ Any tenant requests are discussed with you and approval is sought before any work is conducted.
- ▶ We monitor tenants payment schedules to ensure they pay their rent **on time**.
- ▶ We pass the rent payment onto you via direct credit or cheque along with a monthly posted or emailed statement.
- ▶ **We monitor** the rental market and discuss rental reviews with you before the end of the fixed lease, or after twelve months.
- ▶ Before the end of a fixed lease we discuss your future intentions and if agreed we begin work to renew the lease for another period.

With a focus on customer service we appreciate that you may have special needs and will be happy to discuss how these can be incorporated into our property management program.



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