



property management

Weeks & Macklin
RealEstate



all you need to know

Accelerating the Leasing Process

We draw upon a large pool of prospective tenants. We have a database of qualified prospective tenants ready to rent properties like yours. In addition to this, we are members of all the major real estate internet portal websites such as realestate.com.au. These sites receive thousands of enquiries daily from potential tenants nationally and internationally and are linked to our own website.

We also have a strong marketing presence through our network of offices and in local newspaper advertising, which is complemented by quality signage.

We use strict, fully documented selection criteria. We consider selecting quality tenants to be one of our most important duties. Our selection process includes checking prospective tenants' employment and stated income and getting references from current and previous rental agents or landlords. Your property manager carries out face to face interviews, checks references and screens all tenant applications through the major national tenancy database, all at no cost to you.

We give you the final say by presenting you with all our research and recommendations.

We assist you in setting the best possible market rent for your property by using a detailed Comparative Rental Analysis of rental properties within the area.

HOW we accelerate the leasing of your valuable investment property:

- Your property will be listed on our own agency website, realestate.com.au & rentfind.com.au making it open for inspection 24 hours a day, 7 days a week to the vast majority of people searching for homes on the internet
- We advertise in local and metropolitan newspapers and have designed our newspaper advertising to attract maximum attention to your property
- We can offer floor plans and virtual tours of your property to make it more attractive to tenants
- We have a dedicated RENTAL HOTLINE number manned 7 days a week to take enquiries from potential tenants

Adding Value to your Investment Property

- We accelerate the leasing of your property
- We select the right tenant for your property through the industry's tightest screening processes
- We maximise your rental return by:
 - getting you maximum market rent, and
 - through carefully costed expenditure
- We give you pro-active communication, not re-active communication
- We offer consistently great 6 star service and a 'no fee' guarantee
- We provide you with timely, accurate financial accounting & reporting
- We use world class management systems to manage all the processes in property management with precision and efficiency
- We give you the best advice in all aspects of the leasing and management of your property through on-going, cutting edge training of our team
- We have the experience and 'know how' to manage your property, whatever type of property it may be
- We offer you an unparalleled range of ancillary services

Agreement Preparation

Once the tenant has been interviewed and approved, we will sign the Residential Tenancy Agreement and lodge the Rental Bond on your behalf. We check all documentation carefully to ensure that your legal rights are protected.

Ancillary Services

We are a 'total solution' property services agency and can offer you the following services:

- Residential Sales
- Investment Sales
- Commercial and Industrial Sales and Leasing
- Home Loans
- Insurances
- Property Styling
- Access to legal and accounting services
- Project Marketing

Communication

HOW we give you pro-active communication, not re-active communication:

- We guarantee to advise you of all pertinent matters regarding your property – you will not be kept in the dark
- Our monthly newsletter will help you keep in touch with the important issues that may affect you as a property owner and investor

Arguably the most important thing we do! We recognise that property investment requires a clear understanding of agent duties and responsibilities, together with regular contact between the owner and the Property Manager. We undertake to report and receive instructions as a matter of priority.

Disputes with Tenants

We will shield you from the occasional dispute with your tenants, most of which can be solved expediently if handled with professionalism and diplomacy. If necessary we will give you expert advice and represent you at the Tribunal.

Fees

We do not have a 'one size fits all' approach to property management services and fees.

We can tailor a package of property management services specifically for your requirements so that you only pay for the services you need.

Financial Accounting and Reporting

HOW we provide you with timely, accurate financial accounting & reporting:

- We will send you monthly, and if you require them twice-monthly, easy to understand rent statements
- We guarantee to have your monies in your bank account within 2 working days of our statement close off date
- You can elect to receive your rent statement by email if you wish, to save you having to wait for the post
- We will provide you with copies of all invoices paid on your behalf
- At the end of each financial year we will provide you with a detailed Income and Expenditure Report for your property, saving you hundreds of dollars in accountancy fees.

Financial Year Statements

We produce Annual Financial Year Statements during the month of July each year which provide you with a summary of income and expenditure for the financial year. This will save you time and money when dealing with your accountant.

Inspections

Our timely programmed inspections and detailed condition reports with recommended routine maintenance will ensure that your property remains well looked after and obtains top rentals.

We conduct inspections and take photographs at the beginning of the tenancy to minimise disputes at the end of the tenancy.

We include two further periodic inspections of your property each year in our management fee.

At the end of the tenancy we will again inspect your property and ensure that the tenant leaves the property in its original condition. We also determine any renovation work necessary and re-assess the rental and advise on any suggested increases.

Insurance

Insurance for landlords is more important now than ever before. In fact, we regard insurance so highly that it is our policy not to manage a property on your behalf without insurance.

This leaves only one decision for you. Who provides the best value insurance?

We offer you the best value insurance cover available. After conducting many interviews and pouring over all relevant information, we found that most companies offer very similar cover for a very similar price. So we based our choice on two critical criteria. The company must have an excellent reputation in the area of property management. The company must be 100% committed to our business so that you, as our client, receive special privileges.

Introducing the property management business

Our impact on Adelaide's real estate market is largely due to its driving ambition to be "the world's most customer-centric real estate company". According to its General Manager, Max de Meyrick, "Our aim is to project the company as multi-faceted, modern and innovative, a total solution company that will provide 6-star service to our Clients."

We have embraced technology and recognised the importance of strategically understanding the online market. The company's investment reinforces our vision to offer 6-star service to Clients both online and offline. Our highly sophisticated and user-friendly website, currently registers thousands page views per month and is regarded by users as an informative and user friendly website.

Our team strive to consistently deliver outstanding results for its clients with total integrity and transparency.

Landlords' concern

Your property manager is answerable to a higher authority. If you have a concern beyond what your property manager can deal with, you can request to speak to the owner of the Company.

Your property manager is only human. Although our team strives to provide the best possible service, mistakes do happen from time to time. To counter this we take immediate and positive action when requested to provide a solution.

Looking after your property, properly

We carry out a full and detailed inspection of your property, complete with a written report supported by photographs, if needed, prior to your tenant moving in. A copy of the report is given to your tenant to check, sign and return to us. This is the agreed condition of your property and is kept safely in our files until required again at the end of the tenancy.

We set the standard upfront. Your new tenant receives a well organised and attractive Welcome Kit outlining all our routine procedures. It includes a list of "do's" and "don'ts" for tenants together with local community information and vouchers from local businesses. This kit sets the standard for your tenant in a welcoming, yet very professional way.

We carry out inspections of your property every three months for the duration of the tenancy complete with reports sent to you by mail, email or fax.

We advise you of any repairs needed and the manner in which your tenant is caring for your property. If your property manager is unhappy with the tenant's care of your property, they will send them warning letter and re-inspect in two weeks. All inspections are reported to you.

We use only trusted tradespeople, who are fully licensed and insured to carry out maintenance work once you have given your approval. Most have worked for us for a long time and understand the high standards and low prices we expect.

We give repair work to our tradespeople using written job orders containing specific instructions about the repairs authorised, cost limits and property access instructions. Only work that has been properly authorised is paid for. A permanent record of these instructions remains in our computer system.

We supply trusted emergency repairers' contact numbers to your tenant in the unlikely event of an after hours urgent repair becoming necessary. In the event that your tenant contacts one of these repairers, no payment will be made by us on your behalf without verification of the urgency of the work and the price charged.

We follow up reports from our tradespeople who tell us if they see anything unusual when working on your property. Your property manager also leaves a card with your next door neighbours asking them to call if they notice anything unusual.

all you need to know

Marketing knowledge

The benefit of our long experience has proved invaluable to many landlords. We can advise on current rentals for your property type and area and set a rental rate to give you the greatest return on your investment.

Our service is designed to assist the owner in running their investment and accordingly, varies from property to property depending on the objectives of that owner. However, there is one key element, that is our quality of service and management which is fundamental to adding value to your property.

In managing property on your behalf, we take our role very seriously and basically see ourselves as being Trustees - but with total control and ultimate decision making remaining with you the owner.

Although we work totally independently of, and where necessary, in strict confidence of our Sales Division, we do find their input invaluable in keeping up with current market communications, trends and opportunities locally and nationally.

This extends to keeping abreast of new planning matters, public works programs and issues of a sensitive nature - both commercial and political.

In summary we treat properties as we would our own - but leave you with as much or as little control as you want.

Marketing

We expose your property to a wide range of prospective tenants by using:

- The internet
- The local newspaper
- Prominent property signage
- Window Display
- Property Open for Inspections
- Escorted Private Viewings
- Our comprehensive database
- Relocation companies
- Our extensive office network

How will we promote your property?

Local Newspaper

One of the best promotional methods for your property is advertising in the local newspaper. Your property will be advertised in this paper on Wednesdays and Saturdays while it is available for rent. We will include both a description of the property and photo, as well as an "Open for Inspection" time. Although most of our rental properties have "Opens", we also carry out an unlimited number of escorted private viewings.

Internet

Every available property whether is advertised on the Internet. As over 60% of prospective tenants in this area use the Internet to find suitable accommodation, most of them are aware of that nearly all properties are listed on www.realestate.com.au. We advertise all properties on this site, as well as own website, using both a description and photos of each individual property.

Maximising your rental return

We maximise your rental return by:

- Getting you maximum market rent, and
- Through carefully costed expenditure

Our Property Manager SPECIALISES in assessing the market rental value of properties based on:

- Market conditions
- Comparable property rents
- Vacancy factors
- General condition of the property
- Tenant quality and the length of their tenancy

Our specialist Property Managers will ACTIVELY SELL your property to potential tenants.

We co-ordinate all your property maintenance requirements using only fully licensed and insured contractors.

Our buying power with contractors ensures that all property maintenance work is carried out at the best possible price.

We regularly audit the work carried out by the maintenance contractors to ensure quality, best prices and cleanliness.

We can arrange all your property insurances at unbeatable premiums.

Mediation

Normally the relationship between our landlords and their tenants is a happy one and it is our aim to keep it that way.

As part of this philosophy, our service extends to mediating between you and the tenant in the unlikely event of a dispute.

As an impartial third party with a great deal of negotiating experience in this situation, we often achieve amicable results to the satisfaction of both parties, without needing to resort to legal processes.

Monthly statements

Each month, once your tenant has paid their rent, we will prepare and forward you a detailed rental statement for your property.

The statement contains details such as the collection period, the amount paid, any disbursements and sundries. Your rental income can then be paid into a nominated account or alternatively a cheque attached to your statement.

Outgoings

To make life a little easier for you, we will pay all your property accounts and handle all insurance matters, if you wish.

Paperwork

Our systems are designed to save you from the paper war that most landlords find themselves in as soon as they enter the rental market. All our agreements and other documents are written in plain, no nonsense language for clear understanding.

Peace of mind

We act as the central point of contact between you and your tenant, giving you the peace of mind of never having to deal with your tenant directly.

We arrange the best price possible on landlord insurance and V.I.P. treatment through our long standing association with a number of reputable insurance companies and brokers.

We give you total peace of mind by using our automated computer system to guarantee you quality assurance on the management of your property.

We make things easy by emailing you. Whether you live locally, interstate or overseas email makes it easy and provides a wonderful record of communication. Even rent statements can be emailed to you! Your property manager will answer your emails within 24 hours and mostly even sooner!

We make it easy by managing your paperwork at no cost to you. For example, the paperwork necessary for the payment of rates, strata levies, insurance premiums, landlord insurance and maintenance work carried out under warranty is all done at no cost to you.

We will liaise with your accountant, if requested, regarding your end of financial year figures, at no cost to you.

Prompt payment

We fast track cleared funds into your bank account through timely payments by EFT (electronic funds transfer). That way you can use the money straight away.

Property inspections

All properties under our management are compiled into a computerised register which ensures every property receives its regular inspection as scheduled (approximately every 4 months). You will receive a highly detailed written report of the condition of your property.

Property management specialist

Your investment will get our expert attention. We provide a highly specialised property management service, not just an appendage to a residential sales service, so you will have experienced property managers looking after your portfolio.

Protecting your investment

We carry out three monthly inspections of your property and send detailed reports to you.

We arrange all necessary maintenance work and, for specialised work, inspect it upon completion and before payment.

We review tenancy agreements one month prior to their expiry date. The rent is also reviewed and increased if your manager believes it is obtainable. The renewal is then offered to the tenant unless otherwise instructed by you.

We treat your tenants with courtesy and respect as the better the relationships we build with your tenants the better your financial returns.

Rent collection

Handing over the responsibility of rent collection to us eliminates one of the landlord's greatest concerns. Knowing that your rent is going to be paid on time and worry free is vital to profitable management and your peace of mind.

Our system of rent collection is designed to ensure you receive the rent due to you promptly and that tenants are aware of, and live up to, their payment responsibilities.

We ensure your tenants have no excuse for late payment of rent by giving them a 24 hour automated rental payment system or the option to Direct Transfer from their bank account into our trust account.

To ensure prompt payment we offer tenants a variety of ways to pay their rent including direct debit, phone, internet, B-Pay or at any post office. We then promptly electronically deposit your money into your bank account and send you a monthly Rent Statement, usually by email or post, detailing all rent collected and disbursements made on your behalf.

We review arrears daily and have a system of regular contact with tenants to ensure they pay their rent. If they fail to pay their rent after 14 days they will be served with a Termination Notice. This notice usually brings prompt results, but if it doesn't work, we will contact you to discuss whether to proceed with the termination of the tenancy or whether to allow the tenant more time to pay the outstanding rent.

Rent reviews

We keep our "fingers on the pulse" of the rental market.

Regular rental reviews are carried out in line with market trends to ensure your income is maximised, at the same time ensuring capital growth of your asset.

all you need to know



Repairs and maintenance

We act on repairs according to your instructions and maintain complete records for future reference. We pay tradespeople on your behalf and full details are printed on your monthly Rent Statement with the relevant invoice attached for your reference.

We will happily co-ordinate any maintenance required on your property. We have an extensive list of qualified and reputable tradespeople who offer competitive rates for quality workmanship. The tradespeople we use also understand our expectations when it comes to representing us, and our clients. We expect the very best in customer service and communication from our tradespeople whether they are dealing with the landlord or the tenant. Of course, our clients have the flexibility to use or nominate their own tradespeople.

Some expenditure incurred for repairs may be allowable tax deductions against your rental income. Original invoices for all work carried out will be attached to your monthly statement upon receipt and payment.

Emergency repairs would be at our discretion and in keeping with the Residential Tenancies Act when an owner can not be contacted. It is important to keep our office informed of any change of address or telephone number.

Our tenancy agreements clearly state the individual responsibilities of both owner and tenant.

Day-to-day replacement of items such as light bulbs or tap washers and responsibility for gas, power and telephone charges are thus clearly defined and well understood by both parties.

All repairs and maintenance matters are supervised to ensure that the cause is fair wear and tear rather than carelessness or neglect. We ask all our landlord clients for authority to issue repair instructions to the amount of \$250 in an emergency situation where the landlord is uncontactable (eg. Burst Hot Water System). Where necessary, quotations are obtained for the work required.

The tradespeople that we use have been selected because of their solid reputation within the industry.

Residential Tenancies act

A thorough knowledge of the Residential Tenancies Act is essential to manage your property efficiently and every member of our property management team is thoroughly conversant with all aspects of the Act and the workings of the Tribunal.

Hearings are always attended by our senior Property Managers' capable of arguing any adverse decisions on behalf of our clients and of making quick decisions in our clients' interests when necessary.

Tribunal hearings are informal courts that base decisions on the accuracy and reliability of documentary records supplied by the applicant.

We have an excellent working knowledge of the Residential Tenancies Act

and all the other relevant Acts of Parliament to ensure you are looked after legally, ethically and financially.

Services

How we offer consistently great service with a 'no fee' guarantee:

- We have a documented set of customer service standards that gives you consistently great service every time
- If we do not consistently delight you with our service we will manage your property for 3 months for free
- We ensure 100% accuracy preparation of tenancy documentation and condition reports
- We have specialised systems to minimise arrears:
 - Use of direct debit to potential late payment issues
 - E-mails, SMS messages, letters, faxes and phone reminders
 - Regular status e-mails to tenants
- Should the need arise we will represent you at all Tribunal hearings
- We conduct twice yearly rent reviews and will handle all rent and lease negotiations with tenants on your behalf.

Systems

We use a cutting edge computer program linked to all offices via broadband to ensure up-to-the-minute data between all team members. All internal systems are audited monthly.

How we use world class management systems to manage all the processes in property management with precision and efficiency:

- Our documented policies and procedures ensure CONSISTENCY OF SERVICE and INCREASED PROTECTION for your property investment
- Our property management computer software is the best available in Australia and provides you with comprehensive information about your property at lightening fast speed

Our procedures include checklists for everything to ensure the correct and efficient management of your property. Our checklists cover all areas of property investment management - we do all we can to ensure nothing is forgotten or overlooked whilst managing your property. Our checklists are constantly reviewed and updated to keep pace with our clients' needs and requirements.

Tenant register

We pride ourselves in servicing both tenants and landlords. We have set up a tenant register. Where tenants phone or come into our office seeking accommodation, if we do not have anything suitable for them at the time, we take down names and details of what they are after. We will then search for accommodation for them.

Tenant selection

Prior to the completion of an application, all prospective tenants must first inspect the property.

A prospective tenant is then required to provide complete details of current and previous tenancy and employment history, along with further identification details and references. These details are then thoroughly checked and confirmed.

All applications are discussed with you unless otherwise instructed, whilst offering recommendations the final approval is the decision of the client.

Once a prospective tenant is decided on we conduct a credit check with the National Tenancy Database. NTD is a database which provides information to Real Estate Agents on tenancy records. They register outstanding tenant debts and judgements as well as giving references for those tenants recommended by other Agents.

Once you have approved an application for your property we will then draw up a tenancy agreement including any special conditions you may request and arrange for the tenants to sign this, upon signing of this agreement we will collect the maximum rental bond permitted by law and one month's rent in advance.

We are members of all the major tenancy databases so all prospective tenants are checked according to industry standards.

We go above and beyond usual industry guidelines with a strict tenant selection process based on our unique tenant selection criteria.

We carry out a 100 Point Identity Check before any application processing commences.

We carry out a comprehensive face to face interview with every tenancy applicant before approval.

We have access to a large pool of prospective tenants in our database, a strong marketing presence in the local newspaper, attractive signage and highly detailed property listings on the internet.

Our experience in matching tenants to properties is probably one of the areas that gives our landlords greatest satisfaction.

Because it can be a time-consuming and difficult process to handle on your own, with many unforeseen pitfalls, many landlords prefer to have their tenant selection handled professionally by a third party.

All our tenants must provide satisfactory testimonials to be eligible for property rental from us. In this way we are able to ensure both satisfied occupants and satisfied owners.

Our specialist leasing consultants are totally focused on finding you the best tenant in the shortest possible time. With your request, we can personally interview prospective tenants and accompany them to your property so we can present it at its best. Detailed screening including a National Tenancy Database check minimises the risk of unsatisfactory tenants. How we select the right tenant for your property through the industry's tightest screening process:

- We thoroughly screen all tenants using our 4 stage screening process
 - 100 point identification check (similar to the banks)
 - Employment checks
 - National tenant database searches
 - Comprehensive reference checking
- We offer property owners the opportunity to meet and/or approve prospective tenants

Training

We are dedicated to ongoing high level management training to ensure the returns on your property are maximised.

How we give you the best advice in all aspects of the leasing and management of your property through on-going, cutting edge training of our team:

- All our Senior Property Managers are certified Professionals
- Our team undergo structured, ongoing training to ensure they are always at the peak of the industry.

Our Property Managers and support staff receive regular in-house and external training to ensure they keep abreast of industry trends and changes. This ensures our level of service is continually extended and improved. It is vital all staff is aware of the legislation needed to effectively manage residential property.

Trust

We credit our ongoing success to our honest communication, as landlords and tenants alike want to deal with property managers they can trust.

Unique service

We ensure that you deal with only the people who have proven their expertise in real estate, building, trades, finance, law, insurance, investment, technology and who know the high standards we expect.

We minimise the risks usually associated with property management through our automated software system... unique in its ability to override human error and guaranteeing vital procedures are carried out.

We keep computerised diary records of all conversations with you and your tenants. These records help form part of the rental history of your property and have proved priceless in protecting landlords and their investment properties.



place your trust in us...

At Weeks & Macklin Real Estate we understand what you want when it comes to your investment property - a top market rent, the best possible tenant and in the shortest amount of time! Our highly skilled team of Property Managers are experienced, have superior local knowledge and are focused exclusively on property management. We pride ourselves on providing the key elements it takes to achieve the best results for your investment property.

Training - Our highly trained Property Management team keep their skills and knowledge at the cutting edge through on-going professional development.

Service - We regularly survey both our landlord clients and our tenants to continually improve our service.

Research - We research our marketplace thoroughly to keep abreast of all rent movements and trends.

Dedication - We are working all day, everyday trying to find the right tenant for your property.

Legislation - All our staff are kept thoroughly informed and fully trained in all aspects of the governing legislation.

Presence - We have a high profile in the real estate market and a professionally designed office.

Meticulous - We undertake a meticulous reference and credit check on all prospective tenants.

Detail - We record every little detail of your property so nothing is overlooked.

Communication - We keep our clients fully informed with regular newsletters and by constantly advising them of all matters affecting their property.

Thoroughness - Our inspections are very thorough and leave nothing to chance.

Care - We can take care of all the repair and maintenance requirements for your property as if it were our own.

Savings & Reliability - We have a large pool of highly skilled and fully licensed tradespeople who can get the job done fast and at the right price.

Peace of mind - We can look after all your property insurance needs.

Guarantee - Our management agreements stipulate agent responsibilities in accordance with The Real Estate Institute Of South Australia.



going the extra mile...

What makes Weeks & Macklin Real Estate different from the competition is that we don't just do the standard requirements. Our Property Managers go the extra mile to ensure that you get the best service available.

First things first, your investment property needs tenants. We creatively promote your property to the widest possible audience.

- Adelaide newspapers
- Local newspapers
- Internet
- Agency database
- Window display
- Rental magazine
- Major companies

Our Property Managers do more than just collect the rent, we provide:

- Personalised rent statements
- Rent statements by email
- SMS messaging to tenants and tradespeople
- 24/7 access to our staff
- Fully itemised annual income and expenditure summary
- Regular inspection reports with photos

We understand everybody's requirements are different, so we can offer you a 'personalised' management package specifically designed for your requirements.

Weeks & Macklin Real Estate can also help you in other areas:

- Residential and commercial sales
- Valuations
- Home loans
- Strata management
- Project marketing
- New home construction



success is the key...

At Weeks & Macklin Real Estate we have a proven track record of successfully marketing our clients' properties. Our agency team has won many awards recognising our highly professional service, couple them together with highly regarded testimonies from many happy Weeks & Macklin Real Estate clients you know your investment property is in good hands.



"Your service vastly surpassed our previous agent."

"The team always rings me on a regular basis to keep me up to date with my property."

"I recommend you to all my friends."

"You have really made my investment trouble free."



