

ZOOM
REAL ESTATE

Property Management



We understand
that as a property owner
you seek trust & peace of
mind in the management
of your asset

*Zoom Real Estate Burwood
provide the full scope of Property
Management Services.*

The service you can expect from us:

- High quality tenancy checks to minimise vacancy, risk of arrears and damage to property.
- Full time leasing personnel dedicated to ensuring all prospective tenant enquiries are attended to promptly and efficiently; property inspections; rental and/or re-rental of your property.
- Honest and professional market advice and review relating to rental prices, marketing, maintenance and repairs.
- A dedicated team of highly experienced, energetic and ethical Property Managers working together to address your every need.
- A professional Property Manager providing personalised service in the management of your asset.
- A tailored and flexible approach in the management of your asset, not a "one size fits all" policy.
- Updated systems and streamlined processes to ensure uncomplicated and prompt communication, accuracy and maximum return on your asset.
- The option of monthly or bi-monthly statements, and the flexibility to change your preference at any time.
- The promise that we will do our very best to ensure a low vacancy rate and fewer days vacant.





We manage over \$1 Billion dollars' worth of Sydney real estate for good reason.

Landlords and tenants

believe in, and choose, us as their Property Management service provider.

Professional Experience

Our company has serviced Burwood and the surrounds for over two decades. Our team of Property Managers have 125 years combined experience, thus making us a team of knowledgeable and trusted agents, and one of the largest property management providers in Burwood.

Long term relationships

Our Property Management team is renowned for establishing and maintaining long-term relationships with landlords; built on solid values, professionalism and transparency. Repeat and referral business is testament to our ability to create successful working relationships with clients.

Key player

Being a boutique agency, we pride ourselves on providing tailored and flexible service. We do not believe in a "one size fits all" policy. We understand that every property owner is different – just as every property is. This approach has enabled us to become one of the largest property management providers in the Inner West; making us a key player in the Inner West and the surrounds.

Our commitment to you

Your property will be managed by a team of highly skilled and experienced professionals.

Marketing

Promotion of your property is of extreme importance. We offer professional photography, mid-week and Saturday open home inspections, advertising across the major real estate websites, and of course, our website.

Tenant selection

We offer an online application process for prospective tenants. We run a stringent tenant selection process, including tenancy checks, detailed property inspection reports and a strict rental payments policy. We do not accept cash payments, and instead, encourage our tenants to sign up to our preferred third-party automated rental payment system – Rental Rewards.

Location

Located in our recently renovated Burwood Road office, our high profile office enjoys a park side setting and extensive foot traffic. Prospective tenants regularly pop in to obtain a current rental list, which is always readily available at reception.

Return on investment

Highest possible rental return and minimal cost expenditure, is our goal for our clients. Regular rent reviews, periodic inspections and ongoing tracking of market rates enables us to deliver optimum return.

Rental Collection/Arrears

We have a zero-tolerance policy towards rental arrears and our rental collections are very flexible, we have direct debit systems in place to minimise arrears and ensure your payments are received on time.

Communication

Our relationships are built on a foundation of honesty, integrity and thorough communication. We understand that all issues relating to your asset need to be communicated to you. You can rest assured that you will be included in all major tenancy and maintenance issues relating to your property.

Financial Statements

We run a stringent end of month process during which we disburse all rental income, less expenses, and provide a detailed statement outlining same. Statements are delivered by email or mail, with payments distributed to your account on time. You also have the option of bi-monthly payment distribution. For taxation purposes, we provide a detailed income and expenditure report at the end of each financial year.

Repairs and maintenance

To ensure speedy and quality repairs, we have a list of long-time preferred tradespeople, at competitive pricing. However, should you have your own preferred tradespeople, we will document on our system and use these people instead.

Getting started

Complete and sign the Managing Agency Agreement. Once the agreement is signed, it is considered "commenced". A commenced agreement means we will initiate the task of finding you the ideal tenant, immediately.

The Managing Agency Agreement is an important document as it enables Zoom Real Estate Burwood to actively and effectively manage your property. Please pay attention to all details and print clearly. Please pay extra attention to items of privacy such as bank account details, contact numbers, etc. A copy of the standard agreement has been included with this guide.

Keys

As part of our management agreement, we require three (3) sets of keys. Two sets of keys will be used by your tenants, the third set will be a copy for our office.

Landlord Insurance

It is our professional recommendation that our landlords take out landlord protection insurance. We are aligned with Terri Scheer Insurance and EBM Insurance. Enclosed our brochures for your reference.

Stress saving tips

Conduct repairs sooner rather than later

In our experience the landlords who take prompt action to maintain their property, are the ones who save money and have a better tenancy experience in the long run. Delays in approving and/or conducting requested repairs could result in the Consumer, Trader and Tenancy Tribunal (CTTT) ordering a reduction in rent – backdated to the notification date of the need for repairs, and even order compensation to the tenants.

As such, and in keeping your best interests in mind, we strongly recommend your property is in a reasonable state of repair before, during and after any tenancy.

Emergency/Urgent Maintenance

The Residential Tenancies Act (The Act) allows for the tenant to organise for specific urgent or emergency repairs, at your cost. The Act specifies that the tenant can arrange for urgent work to be done; and be reimbursed by the landlord for any amount up to \$1000.

- In accordance with The Act, urgent repairs include:
- a burst water service or a serious water service leak
- a blocked or broken toilet
- a serious roof leak
- a gas leak
- a dangerous electrical fault
- flooding or serious flood damage
- serious storm or fire damage
- a failure or breakdown of the gas, electricity or water supply to the premises
- a failure or breakdown of the hot water service
- a failure or breakdown of the stove or oven
- a failure or breakdown of a heater or air-conditioner
- a fault or damage which makes the premises unsafe or insecure.

It is expected that urgent repairs be completed as soon as possible, without seeking quotations.

Our qualified and experienced tradespeople understand the level of care and urgency that is expected of them, when we report an emergency repair, and ensure to maintain a high standard at a reasonable cost.



Contacts

It is a requirement that you keep us informed, in writing, of any changes to your contact details. A typed email, fax or letter is acceptable.

We also recommend that you appoint emergency contacts, should you ever not be contactable for any reason (i.e. due to illness, injury, travel, etc). This person should be somebody you can trust and a person you are comfortable for us to contact, as part of our management of your property.

What we include in our fee

Letting fee

We charge a letting fee as per the management agreement.

As part of our fee, we conduct both mid-week and Saturday open for inspections, as well as private appointments if requested.

We undertake a thorough tenant checking system including 100 point ID check, current employment, employment history, bank statements and rental history.

We notify you of prospective tenants and advise and assist you in the selection of the best person for your property. We also prepare a comprehensive ingoing inspection report, with colour photos; the lease documents and rental payment form; and lodge the bond on your behalf.

Inspections

Once the tenant has move in, we arrange general routine inspections – the first being within three (3) months of the tenancy commencing. Ongoing routine inspections occur every twelve (12) months thereafter, or every six (6) months – depending on your preference.

We produce a written comprehensive report which outlines the condition of the property, colour photos, any repairs or maintenance required, concerns we have and up to date rental appraisal. You are entitled to four (4) inspections per year, which we are happy to undertake, if requested or required.

Payment of your bills

As part of our service to you, we can arrange for rates (council/water/strata) to be redirected to our office and will arrange payment for you from the rent money collected.

Professional property management service

Most importantly, you will receive professional service from a friendly and knowledgeable Property Manager, who understands the value of your asset and the importance of correct management of your asset.







Let's do this

Now that we've addressed the nitty gritty details, we can begin proactive and effective management of your property. We look forward to welcoming you on board the Zoom Real Estate Burwood experience.

www.zoomre.com.au
info@zoomre.com.au
Shop 4/78-82 Burwood Rd
Burwood, NSW, 2134
Ph: 02 9715 1188
Fax: 02 9715 2011

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