



PERSONALIZED SERVICE BY PROPERTY MANAGEMENT SPECIALISTS

*m* 0419 726 466    *e* info@epropertyrentals.com.au  
*w* www.epropertyrentals.com.au    *a* Shop 3, 76 Curragundi Rd, Jindalee QLD 4074

## WHO ARE WE?

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eProperty Rentals is a boutique rental agency servicing Brisbane. What does 'boutique rental agency' mean? To us this means delivering our clients not just a professional level of service, but also a personalised one where we'll know your name when you call and you'll have the same point of contact in our office. This ensures your investment experience is a positive and stress-free one.

**A little about Chris Gordon:** Prior to e Property Rentals I worked for the second largest property management company in Queensland with over 1700 properties under management. When it closed I was forced to find another job. I received numerous job offers ranging from senior property manager with a small ownership in the business through to business development manager and even sales agent roles. However, I kept thinking about the shortfalls in the industry (staff turnover, miscommunication, burnt out managers to name a few) and decided instead to open e Property Rentals and give clients a different experience.



With the help and guidance from my previous employer who is still a mentor to me this day, I gained my full real estate license and set about opening an office. That was almost seven years ago. Thanks to the support from our clients and their continued referrals we continue to grow from strength to strength showing investors what it's like to work with a company that's focused on property management.

**A little about Dan Young:** I can clearly remember the day I made the best decision of my working career. It was a Saturday morning in January 2012 and I was on autopilot driving around Indooroopilly unlocking doors for inspections and honestly wishing I was doing anything but working. I was completely burnt out and lacked any motivation to continue in the real estate industry. Having worked in traditional agencies, the focus is on the sales side of the agency and little resources or support is provided to the rental departments. It was simply now my turn to become another statistic of an industry where high staff turnover is just the norm.

Then, as I was closing a viewing, a car pulls up out of nowhere. It was Chris, who I'd worked with a few years prior and he had a proposition for me – a chance for change with a company he founded when the previous company we worked together in closed down. Initially I was done with real estate, worn out and needed a change of career but curiosity got the better of me and after some thought and numerous meetings I decided perhaps there was a future in this industry for me after all.

Since then I've been working with e Property Rentals building a business we are all very proud of, where many of the industry norms have been turned on their head. E Property Rentals fosters an environment where we value the relationships with our clients and tenants alike.



We want to manage **YOUR** property!



## THIS IS OUR VISION

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Our vision when eproperty rentals was born was to structure a property management focused business in a way which overcame some of the most common complaints we see within the industry. Most of these arise from outdated business structures and/or employment practices blindly followed by lazy or complacent agencies. We've been working since 2010 to build an agency where the interests of the staff and clients alike are aligned. Where our staff are in control of their incomes and can balance work life commitments through a mobile and secure cloud-based workflow.

## WHAT IS OUR COMMITMENT TO YOU?

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As eProperty Rentals is a specialised property management agency, owners of investment properties are the lifeblood of our business and our number one focus.

Our commitment to you as an owner is: you will be given the individual attention and personalised service as though you were our only client!

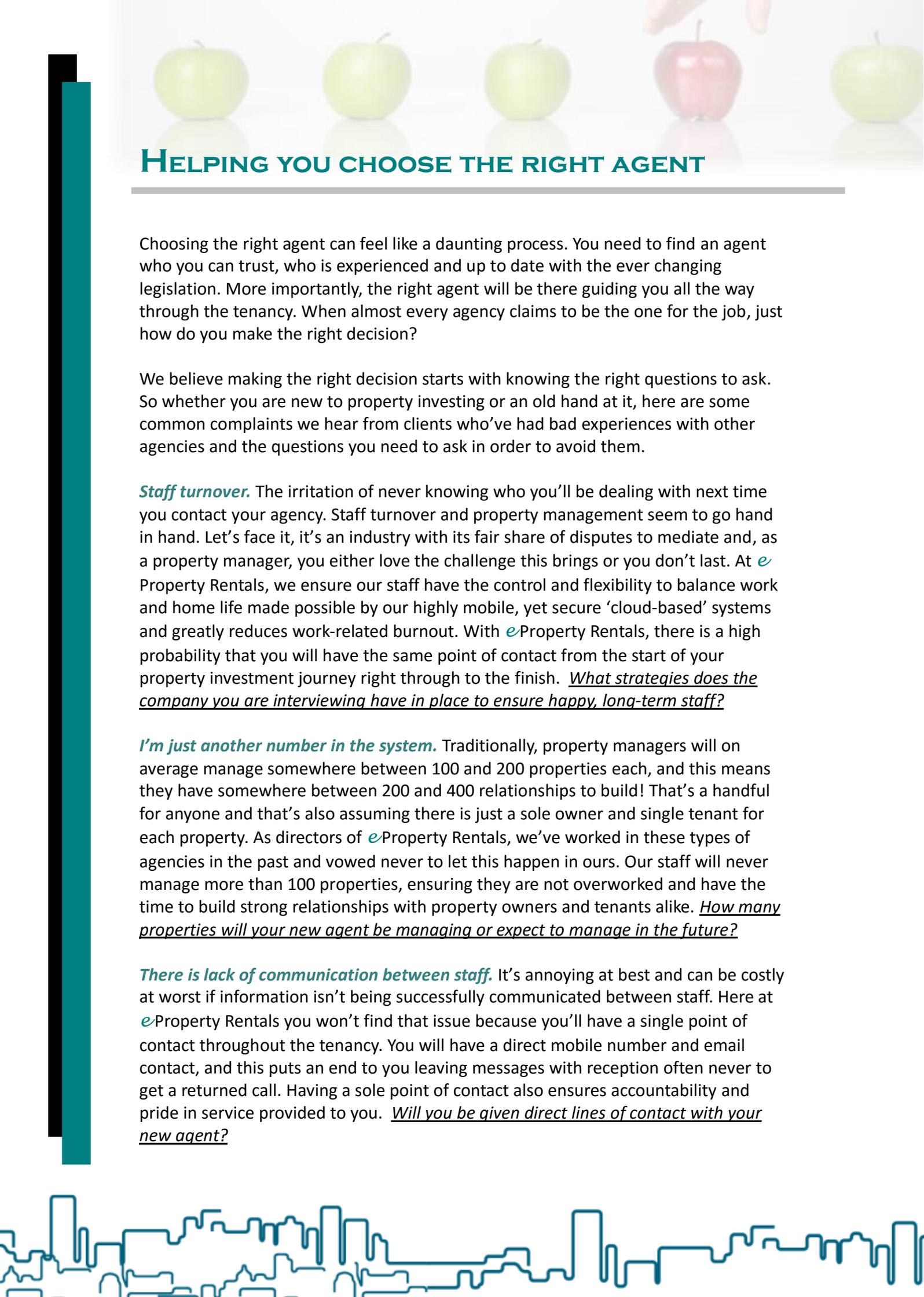
We are focused on delivering:

- e Maximum returns with minimum vacancy
- e A stress-free property investment experience
- e Regular feedback and advice from your single point of contact
- e A personalised, high standard of service that you deserve
- e Direct access to the business owners. Our direct numbers are 0419 726 466 (Chris) and 0448 888 785 (Dan) should you ever need to chat



We understand it's easy to make claims in brochures and let's be honest everyone's doing it so that's why we put our money where our mouth is. ***We offer all our clients a service guarantee*** whereby if we don't do what we promise, then we'll manage your property free for the next three months. You can find the full details of this guarantee on our website.





## HELPING YOU CHOOSE THE RIGHT AGENT

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Choosing the right agent can feel like a daunting process. You need to find an agent who you can trust, who is experienced and up to date with the ever changing legislation. More importantly, the right agent will be there guiding you all the way through the tenancy. When almost every agency claims to be the one for the job, just how do you make the right decision?

We believe making the right decision starts with knowing the right questions to ask. So whether you are new to property investing or an old hand at it, here are some common complaints we hear from clients who've had bad experiences with other agencies and the questions you need to ask in order to avoid them.

***Staff turnover.*** The irritation of never knowing who you'll be dealing with next time you contact your agency. Staff turnover and property management seem to go hand in hand. Let's face it, it's an industry with its fair share of disputes to mediate and, as a property manager, you either love the challenge this brings or you don't last. At *e* Property Rentals, we ensure our staff have the control and flexibility to balance work and home life made possible by our highly mobile, yet secure 'cloud-based' systems and greatly reduces work-related burnout. With *e*Property Rentals, there is a high probability that you will have the same point of contact from the start of your property investment journey right through to the finish. *What strategies does the company you are interviewing have in place to ensure happy, long-term staff?*

***I'm just another number in the system.*** Traditionally, property managers will on average manage somewhere between 100 and 200 properties each, and this means they have somewhere between 200 and 400 relationships to build! That's a handful for anyone and that's also assuming there is just a sole owner and single tenant for each property. As directors of *e*Property Rentals, we've worked in these types of agencies in the past and vowed never to let this happen in ours. Our staff will never manage more than 100 properties, ensuring they are not overworked and have the time to build strong relationships with property owners and tenants alike. *How many properties will your new agent be managing or expect to manage in the future?*

***There is lack of communication between staff.*** It's annoying at best and can be costly at worst if information isn't being successfully communicated between staff. Here at *e*Property Rentals you won't find that issue because you'll have a single point of contact throughout the tenancy. You will have a direct mobile number and email contact, and this puts an end to you leaving messages with reception often never to get a returned call. Having a sole point of contact also ensures accountability and pride in service provided to you. *Will you be given direct lines of contact with your new agent?*

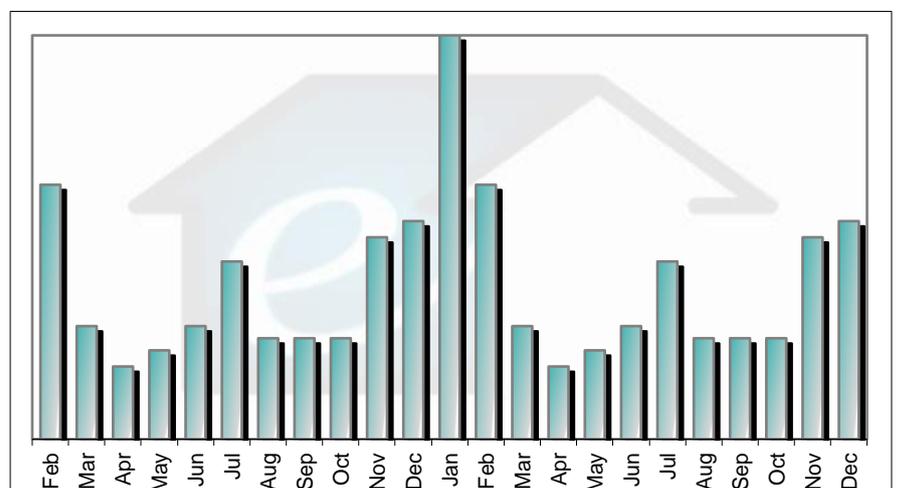
***I felt like my property manager didn't really care.*** We hear this often from new clients and we believe this stems directly from how companies remunerate their staff. If you put someone under the pressure of maintaining a huge number of relationships and then pay them a set wage no matter what job they do, they will eventually burn out and the passion in even the most dedicated property manager will be eroded. At eProperty Rentals, we have worked hard to align the interests of the owner and the property manager, whereby our staff are remunerated based on the returns they achieve for their clients. If a new management or a rental increase is secured, their income grows. If they lose a client or sit on a vacant property which is generating no income, their income goes down. This system is very motivating and rewarding for our staff who control their own pay increases whilst ensuring they are 100% focused on the maximum return for your investment. *What steps have been put in place to ensure the focus is on maximising financial returns for you, and not the for the agency principal?*

***I'm sick of finding the bad tenants!*** Many traditional agencies will have a leasing officer whose job it will be to show properties and then process applications, and their job performance is often assessed on the number of applications processed and tenants approved. When this is the case, they have no dealings with the applicants post-application approval and suffer no adverse consequences of approving "bad tenants". This is a recipe for disaster... *Will the person who manages the tenancy be the one background-checking applications?*

## RIGHT TIME OF YEAR

Are you aware that there is a peak season for rental properties? The months of January through February and June through July are generally the busiest time of year for prospective tenant enquiries. If you own an investment property, you should always have your lease ending in these months as this is when you'll have the best chance to achieve the highest rent, a lower vacancy rate and often a greater selection of tenants to choose from.

Leases don't always have to be six or twelve months! At eProperty Rentals, we will always aim to negotiate a lease term with the tenants so next time we are looking for tenants, it'll be in the peak season for enquiries.



## HOW WE WILL SECURE A TENANT FOR YOU

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- e We will complete an accurate and *free rental appraisal* based on our extensive market knowledge and accurate suburb data.
- e We will take internal and external photos of your property. Not just any photos, *quality, wide-angle photos* which you would normally associate with a property that's for sale. Quality professional photos not only make your property stand out from the crowd, they also help attract a better quality of tenants viewing your investment.
- e We will list your property on our website at [epropertyrentals.com.au](http://epropertyrentals.com.au) and also *feature list your property with the Number 1 real estate website in Australia* - [www.realestate.com.au](http://www.realestate.com.au). A feature listing will push your listing up into the top search results for 30 days putting your property in front of a wider audience online and keeping your property in full view of prospective tenants' online searches.
- e Prospective tenants will be able to view your property in our office through our *interactive-listings* facility.
- e Where possible, we will create and publish an *online video tour of your property*. A video tour will make your property appeal to a whole new pool of prospective tenants who may be outside of Brisbane and cannot attend a viewing in person.
- e We will take care of *co-ordinating and conducting property viewings* and we do not hand out keys to prospective tenants.
- e We understand everyone is busy and we will, where possible, endeavour to offer *flexible inspection times* throughout the week, *including out-of-business hours* if required to ensure you are not missing out on those who cannot make set viewing times. After all, you want a tenant with full-time employment who may not be able to make a 9-5 viewing time during the week.
- e All prospective tenants will be able to *book inspections online 24/7* which not only captures their interest immediately, but this online booking system also provides us with the ability to see future bookings and make adjustments if needed before an upcoming viewing. For eProperty Rentals, we don't wait for the inspection time and hope people turn up, we'll already know who's coming before the viewing time!
- e We will provide you with *ongoing updates*, including the number of inspections both completed and upcoming, what the tenants thought of your property and any recommendations we feel will help your property achieve the best financial returns in the quickest possible timeframe. After all, an empty property is of no value to either of us!

### *And best of all...*

As part of our commitment to new clients, we offer all new clients a **No Tenant, No Fee** policy so you won't have to start paying for our services until we've found a tenant that has your approval and the property starts generating income for you.



# FINDING THE RIGHT TENANT

*We'll start assessing the applicant before they even put pen to paper!* As your property manager will be doing the majority of the viewings, they'll have a head start on the process. They'll speak with the tenant, gauge how co-operative they seem, if they're personally well presented and other attributes that simply don't come across in a paper application. For example, if a tenant arrives in a dirty car full of rubbish, or unkempt clothes, you can be sure they are not the kind of houseproud tenants we're looking for.

Once a prospective tenant has applied for a property, we'll conduct a thorough application check including the following points;



## **Reviewing the required 100 points**

**of ID** – When tenants provide ID, there is often subtle information contained in these documents which can help us cross reference the rest of the information provided. For instance, there is often postal addresses on ID documents, and if these don't match those which are supplied, then we'll ask the applicant why!

**Rental References** - We require that all prospective tenants inform us of the details of their previous two addresses. If these are leased properties, we will contact either the agent or private landlord and have them fill out a rental reference and provide a payment history for the tenancy. This payment history provides us with an insight into punctuality of payments also steady, consistent payment amounts indicate that the applicant is comfortably servicing their previous rental amount.

If the property was rented privately, we will also complete an ownership search to confirm they are indeed the owner of the property and the applicant isn't providing us with a false reference contact.

**Employment References** - Tenants are required to provide us with details proving how they can pay the rent. Primarily this will be employment details and payslips. However, this may also include bank statements, employment contracts and/or other income documentation. If the prospective tenants are currently employed, we will contact the employer to confirm these details are correct.

We will also cross-reference all information given in the application, conduct a background check of all applicants on the Tenancy Information Centre of Australia (TICA) tenancy database and complete an affordability rating to ensure they can comfortably meet their financial obligations to you!



## TRANSFERRING FROM ANOTHER AGENCY? WE CAN HANDLE THE TRANSFER FOR YOU

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If your property is currently with another agent, it might seem like a daunting task to make a move to us and you may feel the process will be very disruptive for your tenants as well. We understand this and will arrange the transfer on your behalf. Our focus during a transfer is ensuring a full handover of required tenancy documentation with minimal disruption to your tenants. You might be surprised how often we meet a tenant during a property transfer who was just as unhappy as the property owner was!

The transfer process is as simple as:

1. **Authority to act on your behalf:** You will need to sign 'the Property Occupations Form 6' for your property, and give approval for us to act on your behalf.
2. **Advising the current agent:** We will draft a letter for you to sign advising the other agent of the change of property manager. We will then send the letter to the current agent advising of your decision to transfer the management of the property to us. That is the extent of contact you need have with your previous agent!
3. **The termination period:** Your Property Management Agreement with your current agent provides for a 30 - 90 day termination period. We will arrange with that agent the date on which the file containing details of your property can be collected.
4. **The day of transfer:** Having previously contacted the agent, we will collect the file including all necessary documentation (such as tenancy agreement, bond forms, application documents, condition reports, rental payment ledger) and keys to your property.
5. **Keeping the tenant informed:** Once these documents are collected, we will contact the tenants to introduce ourselves as eProperty Rentals acting on your behalf. We will also issue them with new rental payment details, determine if there are any outstanding issues and arrange for routine inspection of the property to be completed as soon as possible so we can address any outstanding issues.



# HOW MUCH DO OUR SERVICES COST?

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## Letting Fee

**Equivalent to one weeks rent +GST**

- e Taking wide-angle, quality digital photos of property for web advertising
- e "For lease" signage
- e Meeting prospective tenants at the property for arranged inspections
- e Thorough processing of all tenancy applications received
- e Background checking applicants on Tenancy information Centre of Aust (TICA) database
- e Arranging lease paperwork – tenancy agreement, condition report, etc.
- e Lodging the bond with the Residential Tenancies Authority (RTA)

## Ongoing Management Fee

**8% +GST of rent collected**

- e Personalised service for you and your tenants for a smooth tenancy
- e Preparing full and detailed entry condition reports with supporting photos
- e Completing ongoing routine inspection reports with photos
- e Lodging all necessary RTA forms as required throughout the tenancy
- e Checking tenants rent payments on a week-day basis
- e Advice and co-ordination of minor property maintenance and repairs
- e Prepare full detailed exit reports and "vacate" inspections

## Monthly Administration Fee

**\$5.00 +GST per month**

- e Facilitating income transfer to your account monthly or twice monthly
- e Preparation of monthly or twice monthly statements
- e Prepare end-of-financial-year income and expenditure reports.
- e Covering postage charges for required tenancy documents
- e Payment of accounts on your behalf
- e Maintaining eProperty Rentals TICA membership
- e Paying of rates, body corporate levies and insurance, if required

## Advertising Fee

**At cost of feature listing**

- e Publishing of property description plus photos and/or video advertising content online
- e 30 Day feature listing on [www.realestate.com.au](http://www.realestate.com.au)

## Tribunal Representation

**\$60+GST per hour**

## Lease Renewal/Rent Negotiation Fees

**NIL**

## Maintenance/Repair Fees

**NIL**



## WHAT DO OUR CLIENTS SAY ABOUT US?

*"We have found our experience with E Property Rentals to be entirely positive"*

"When looking for Property Managers for our new unit, we contacted about five PM businesses from which to make a choice. E Property Rentals were, by far, the ones we were happiest with. We live over 1000km from Brisbane and were unable to be 'on the spot' to manage the settlement and any maintenance issues that arose in the purchase of our property. Chris contacted us promptly with information, put our minds at ease with regards to prospective tenants, and ensured that within 1 day of settlement, tenants were moving in. We have found our experience with E Property Rentals to be entirely positive."

*Di & Dave  
Apartment owners - St Lucia*



*"Competent, friendly and helpful"*

Dan is very knowledgeable and approachable and seems to genuinely have your best interests in front of mind. I would definitely recommend e Property Rentals. Competent, friendly and helpful people like Dan are like hen's teeth these days... It's a breath of fresh air when you find them.

*Luke – via facebook  
Apartment Owner - Coorparoo*

*"Give them a go - you won't be disappointed"*

I have managed my own unit for 6 years after a terrible experience with property management through a real estate agent. A few months ago a friend recommended E Property Rentals as a manager for my property. With great fear, I contacted Chris and agreed to give him a go for a specified period of time. My expectation was that I would be terminating this agreement within 6 months. I cannot put into words my admiration of E Property Rentals. They have amazed me with their professionalism and customer service. They have achieved a higher rental for my property, and organised some much needed repairs. On top of that they have helped me clean up after the floods and taken over all my payments in relation to the unit. As a landlord, they have made my investment a pleasure to have. E Property Rentals have renewed my confidence in property management and I could not recommend them highly enough to all landlords. Every person I know with a rental property in Brisbane has heard me tell them of the benefits of E Property Rentals. Give them a go - you won't be disappointed.

*Greg  
Apartment Owner – St Lucia*

