



Just Real Estate

PROPERTY MANAGEMENT



Call us for more info:

03 9707 3322 for Residential or Commercial



03 9707 4411



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Communication, Professionalism,
Integrity and Results

Just some of the words you will be hearing from us. Take a look through our steps to success in managing your property.



At Just Real Estate - we are different!

We are a highly experienced and dedicated with an honest and open approach to property management.

And because we're so confident in the service level we offer our clients, we are prepared to offer **90 DAY. STRESS FREE GUARANTEE**, something that's unparalleled in this industry.

For any size real estate company, that's a very BIG commitment. But, we're determined to make a difference for property owners like you.

We understand the value you place on your property and we will work tirelessly to maintain your investment to the highest standards and to your expectations.



Our 90 DAY STRESS FREE GUARANTEE

is backed with a six point promise:

- » **NO FEES** for the first 90 Days in signing our agreement
- » We will transfer your property from your current agent - to us at **NO CHARGE!**
- » Ensure our level of **SERVICE**
- » Respond to emails and phone calls
- » Regularly **UPDATE** you on all outstanding issues
- » Offer **ADVICE** and continued support in helping achieve best results

We look forward to showing you how we can deliver a fresh, new, innovative, hardworking and honest approach to managing your property asset.

Would you like to know more about how we can make a real difference to your property management experience?

Please give us a call **03 9707 3322**.

We look forward to meeting with you for an obligation free discussion.



PHILOSOPHY OBJECTIVES

OUR PHILOSOPHY

Just Real Estate is totally committed to building our company through solid and innovative growth.

We are dedicated to:

The development of excellence in order to provide a professional service based on integrity and honesty



OUR OBJECTIVES

We are committed to:

- » PROVIDE our clients with **management expertise**, which will ensure the establishment of long term relationships, beneficial to all parties concerned – owners, tenants and future clients.
- » ENSURE the **development and growth** of our staff by providing support and ongoing training in every facet of real estate management.
- » IMPLEMENT the **latest technological improvements** in order to provide our clients with the most advanced facilities for the management and maintenance of the properties.

OUR VALUES

- » **Consistency** in the service to all our clients, by caring for the property as if it were our own.
- » **Mutually beneficial relationship** with all our clients.
- » **Standard of professionalism** for our team, in the service they provide.
- » **Reputation** maintained in managing investment property which other agents aspire to.
- » **One to one attention** to each and every client



TEAM

OUR TEAM

As we continue to improve, our aim is to positively reflect our ideals in the level of customer service we offer, and to this end, Just Real Estate have experienced and dedicated professionals ready to help you with the level of personal service new to the industry.

In the running of our department we have taken the same long term approaches. That is, we have chosen the right people for the job. People whose established skills and expertise are enhanced and developed through rigorous and ongoing training programs which ensure everybody is fully conversant with current market conditions, trends and all applicable legislation.

The Management of your property will be allocated to our team who has full responsibility for all aspects of the management of your property.

As trained professionals, our team will be accessible to help and advise you on all aspects of the tenancy.

We are so sure that the service we offer is the service you will receive that we provide a 90 DAY, STRESS FREE GUARANTEE.



Property Appraisals

We are able to provide you with either a written or verbal opinion of the current market value. You may require this for a variety of reasons, which could include either a rental market or sales market appraisal. This will be carried out in confidence.

Property Advice

We are able to provide relevant and up to date information relating to achieving the best possible return from your investment. If you are looking for an investment property, our team will assist you in identifying the right type of investment property, one that will suit your needs and requirements.





TENANCY

OUR TENANCY COMMITMENT

We currently manage a wide range of investment properties. We find the key to our success has been our unique selection criteria in finding and choosing the most suitable tenant for your property. We attract our suitable applicants using a number of sources;

- » We have excellent contact with various relocation companies seeking rental accommodation for overseas and interstate company executives.
- » Regular contact with large companies requiring accommodation.
- » Advertising on the internet with justrealestate.com, realestate.com.au, domain.com.au, realestateview.com.au, realestate1.net.au, the homepage.com.au, onthehouse.com.au, homesales.com.au, juwai.com and rentbuy.com
- » Advertising in local papers when requested.
- » Display of for lease boards.
- » In house tenancy inquiry database.





SERVICE

OUR SERVICE - "THE KEY POINTS"

Do you have specific needs...?

- » You want to know your rental is being paid according to lease terms.
- » You want to know your property is maintained by the tenant.
- » You want to be kept up to date with market trends and information that may affect you.
- » You want to know your tenant is suitable and will be looked after.

Our Tenant Selection Criteria

Interested parties are required to complete a Tenancy Application, which details a comprehensive history and personal information. The application details are thoroughly checked and all references verified to ensure the tenant has provided correct information. We are a member of National Tenancy DataBase, which is a database that provides information not available by other means.



Our Documentation is diligent

We recommend properties be offered on a twelve month basis; however the lease term will be according to your needs. We prepare all the documentation in accordance with the requirements of the Act. This includes the Application Form, Lease Agreements, Condition Report, Statement of Rights and Duties, Bond Lodgment, together with general information. We can also organise connection of utilities if required.

Our Lease Reviews Reports

We review all leases on an annual basis and take many things into account. You will be notified and your instruction sought. We do not renew a fixed term lease without your instruction nor do we automatically increase rentals without your instruction.





PROPERTY INSURANCE

OUR PROPERTY SERVICE

To ensure you receive the maximum return on your investment, it is essential that your property is maintained to its best possible standard. One of the major concerns for both investors and agents is the repair and maintenance of the property. The key to maintaining a good relationship with the tenant is a responsible attitude to maintenance.

General day to day maintenance is included in a basic service. For this reason, we have a list of local trade's people who will respond quickly and professionally. All trades people have had to meet requirement standards, thus ensuring qualified professionalism. However, should you have your own preferred trade's people we will be pleased to contact them on your behalf.

What if you require REPAIRS?

One of our most important duties is response to a tenant's request for repairs, particularly any repairs that may be considered as "Urgent". Under the provisions of the Act, certain "urgent repairs" may be carried out by the tenant without referring to the owner/agent.

We recommend that our clients give us authority to attend to repair. This allows us to attend to tenant requests without delay, thus protecting the property, the owner and the tenant, and reducing the chance of a compensation claims against the owner. We are required to provide the tenant with details in regard to the "authorised amount" and specific emergency details.

We offer a 24 hour emergency service for the tenant and the owner.

OUR INSURANCE SERVICE

It is vital that your property has adequate insurance and we suggest you discuss your needs with your insurer. Special conditions can apply when a property is tenanted and each insurer has their own conditions. Our office has no particular affiliation to any insurance company, however, is happy to supply the information for your perusal as part of our service.

What if need to make an Insurance Claim?

Dependant on size and scope of claim there may be additional fees involved if we are to prepare an insurance claim for the rental property on your behalf. It may occasionally be necessary to make a claim on your insurance for damage occurring to the property. This may be as a result of storm damage, burglary or the simple events like a broken window. We will personally attend to any claim, including liaison between the insurance company, assessors, tradesmen and the occupants.



PROPERTY INSPECTIONS

OUR PROPERTY SERVICE

Property Appraisals

We provide a FREE current market rental or sales opinion property value.

Statement of Property Valuation

From time to time you may require a current valuation particularly for refinancing requirements. Should you require a written valuation for legal purposes a fee may apply depending on the scope of valuation required. In most cases if you require a sworn valuation you will need to have this completed by a qualified valuer. We will be happy to accompany them to the property if the property is tenanted at the time.

Condition Report

Conducted at the commencement of tenancy, a thorough condition report is carried out on the property. The condition report lists all defects, appliances, furnishings, inclusions and exclusions, condition of garden, and overall condition and cleanliness of the property at the commencement of tenancy. This document is particularly important at the expiration of tenancy, providing proof of the condition of the property at the start and end of a tenancy. This document is entered into evidence should a tribunal hearing at the end of tenancy be required. In addition we also take photos of the premises at this time for the file. A copy of this report is retained for our records and a further copy is given to the tenant.

Routine Inspections

It is company policy to inspect every rental property at least twice a year. The first inspection will be conducted at three months and then carried out every six months thereafter. After the inspection, we supply our clients with an inspection report, outlining the general condition of the property. The report contains comments in regards to the tenancy; particularly the manner in which the tenant keeps the home and gardens. We also carry out regular external drive-by inspections which assist us in keeping a close eye on your valuable asset.

Final Inspection

Once your property has been vacated, a final inspection is then carried out to ensure the tenant has left the property in an appropriate manner, prior to the refund of the bond. The landlord is also consulted and can attend the final inspection. When carrying out this inspection we refer to the initial condition report, checking for any inconsistencies (fair wear and tear excluded). It is important that the bond is not refunded until approval from the landlord has been obtained.

Maintenance Inspection

This type of inspection is carried out when a tenant has reported an incident which is not a day to day type of repair. We are able to assess what is required to remedy the problem and make suggestions as to the most appropriate repair. When the work is completed, we may then re-inspect to ensure that the work has been completed in a satisfactory manner and that payment of accounts can proceed.



ACCOUNTING

OUR ACCOUNTING SERVICE

Rental Statements

We generate statements daily and the direct deposit is made at the same time as the statement, so monies are never held in the trust account longer than needed. There are legislative requirements in the handling of trust monies and we ensure these are carried out for you.

- » We bank directly into your bank account and forward a statement.
- » We prepare multiple statement and apportion income (partnerships).
- » For multi property owners, statements can be separate for each property, or combined.

Payment of Accounts

We can attend to the payment of accounts relating to your property at no extra charge should you select the Option 1 service package;

- » Council Rates
- » Water Rates
- » Council Rates
- » Insurance
- » Body Corporate Fees
- » Repairs and Maintenance
- » Body Corporate Fees
- » Incidental Levies

Income Statements

An annual financial statement is prepared to assist you in the preparation of your tax returns. These statements indicate all income and expenditure for the financial year. These are forwarded to you shortly after the end of each financial year. Should additional copies of these reports be required, a \$22.00 fee will be charged or you can use our state-of-the-art online system to access your statements and information on your investment.

OUR RENTAL ARREARS SERVICE

We take considerable time and particular care in our tenant selection process in order to minimise the delinquency rate. However, regardless of the care taken, occasionally a tenant does fall in arrears. Should this occur a set procedure is instigated;

- 3-5 days overdue** A reminder notice or SMS is sent and a personal phone call to remind the tenant of their obligation.
- 6-10 days overdue** A second letter advising that if payment is not received promptly legal action may follow.
- 15+ days overdue** A formal notice is served in accordance with provisions of the Act and application made to the Tribunal for a hearing. This is only carried out with your instruction as a fee is payable to VCAT.

We have found through experience that serving the notice usually results in payment, thus voiding the notice and further action. However if the tenant does not pay, we await the hearing at which time an order for possession is sought.



VICTORIAN CIVIL AND ADMINISTRATION TRIBUNAL (VCAT)

“The basic function of the Tribunal is to arbitrate on disputes between Landlords and Tenants”

On 1 July 1998, the Residential Tenancies Act was introduced and replaced with the Residential Tenancies List within VCAT. The flexibility previously offered in a tribunal hearing. Is no longer available. There are procedural and behavioral rules required within the VCAT environment.

The new act has given extended powers to the Tribunal:

- » The Tribunal is bound by the laws of natural justice and may regulate its own procedure.
- » Jurisdiction limit of \$10,000.00
- » Order costs to either or all parties to the proceeding.
- » Issue “contempt” charges and to apply fines and penalties.

It is now more important than ever that a person dealing with tenancy issues is trained and fully conversant with all aspects of the Residential Tenancies Act & the VCAT act. To obtain a favorable result from the tribunal requires not only a thorough working knowledge of the Act, but also extensive experience in the operation of the tribunal and interpretation of the Act by various referees. To this end the tribunal is a very helpful tool in settling difficult matters.

Just Real Estate has an enviable record of successful outcomes with our tribunal applications and will only advise action if;

- » We are confident of a positive result.
- » All information and relevant documentation is available.

Costs relating to Tribunal action are not included in the management fee.

Costs involved will be charged in accordance with your management options/selection.





FEES AND CHARGES

OUR FEES AND CHARGES

Our policy is to serve the needs of our clients to the best of our capabilities. Because most people require different services, we are happy to tailor a service package to suit your individual requirements. According to the level of service required by you, our fee structure will reflect this.

Letting Fee

Selection of tenant, establish the tenancy, prepare all documentation.

The fee is subject to the type of property, term of lease and volume of properties.

Management Fee

This fee is charged for the day to day management of your property and includes processing and disbursement of rental monies in accordance with trust account requirements. Payment of invoices, arranging maintenance and routine inspections are included in the day to day running of your investment property.

Statement Fee

Often known as statement and postage fees, these fees are calculated on the monetary value banked through the trust account. These fees are subject to change depending on banking requirements. These charges include GST.

Incidental

These are incidental costs and amounts actually and necessarily expended such as registered post, credit reference checks, VCAT charges and statement fees.

Advertising

At Just Real Estate our advertising expenses are included in the letting fee which is included for lease board, and internet advertisements. Please note additional internet advertising may incur additional costs.

Upon choosing Just Real Estate as your Managing Agent, you will receive further comprehensive information regarding tenancy matters and your obligations as a landlord.

We look forward to being of service to you.



PERSONAL INFORMATION

PERSONAL INFORMATION

We here at Just Real Estate are committed to supporting the national privacy principles contained in the Privacy Act 1988. We are governed by these privacy principles as per current legislation.

The information given in this statement is designed to show you how we manage personal information.

What personal information do we collect?

Just Real Estate collects and stores personal information. Information may include the following;

- » Name and address
- » Parent/Guardian details
- » Fax numbers
- » Home page sites
- » Employers details
- » Date of birth
- » Details of any dependents
- » Details of any sale or lease undertaken
- » Credit history
- » Number of cars
- » Driver's license number
- » Pets
- » Personal/Business references
- » Current vehicle registration papers
- » Bank statement
- » Spouse/Partner details
- » Business, home or mobile phone numbers
- » Email addresses
- » Occupation
- » Income
- » Marital status
- » Information about property you own
- » Bank account details
- » Previous address
- » Car registration
- » If student - Name of educational faculty/qualifications
- » Nearest relative not living with you
- » Passport information
- » Copies of previous Telstra/Electricity/Gas accounts
- » Previous rent receipts

Any personal information collected by Just Real Estate is stored safely by us.

For what purpose does Just Real Estate use your personal information?

The personal information recorded revolves around the selling, buying and leasing of properties as well as promoting our services to our clients.

This information may be recorded manually/computerised to form a database for employers/employees to use.



PRIVACY POLICY

Personal Information Management Privacy Policy

This information may be used to record and register the following;

Landlords, tenants, buyers and sellers.

To contact prospective buyers or tenants in relation to suitable properties that may be of interest.
To assist us in assisting landlords to ascertain suitability of tenants ie.credit checks, reference checks, previous tenancies etc.

Just Real Estate will not disclose, without your consent, any personal information we collect from you unless we are required to by law.

If you do not wish for us to use or disclose any personal information we have about you then please contact Barry Erlenwein at Just Real Estate.

OPENNESS

You may gain access to personal information we hold about you by writing to Barry directly, details below. We will not charge you for access to this information, however if we incur costs locating information requested we will pass these charges on to you.

If any information we are holding about you is incorrect we will correct it for you.

If the information we are holding about you is incorrect, inaccurate or out of date, we will take reasonable steps to rectify the information. If we should not agree that the personal information we are holding about you is incorrect, inaccurate or out of date, then we shall note that you disagree with it.

If you have any questions, queries or complaints regarding the way Just Real Estate has regarded your privacy and personal information, please correspond to the Privacy Officer below;

Barry Erlenwein
Just Real Estate | PO Box 343, Narre Warren Vic 3805
Phone 03 9707 3322 | Fax 03 9707 4411 | Email: barry@justrealestate.com.au

NOTE

This privacy statement represents our privacy policy.
This policy may be subject to change from time to time.

At times it may be necessary to act outside this policy through necessitation.

We at Just Real Estate may do this, providing your rights under the Privacy Act are not compromised.
We at Just Real Estate take note and observe this to be our privacy policy but it is not legally binding in anyway on Just Real Estate.



GUARANTEE

Risk Reversal Guarantee

When you select Just Real Estate as your real estate agent, our commitment to a successful lease of your property is guaranteed. We call this our Risk Reversal Guarantee.

If at any stage of the marketing of your property you are not entirely satisfied with the level of service being provided and your concerns cannot be rectified, Just Real Estate will be happy for you to cancel the agreement if the problem cannot be rectified within 7 days. Additionally, Just Real Estate will not charge you a service fee if your agreement is cancelled.

This Risk Reversal Guarantee is committed to:

For the property at:

If at any stage during the marketing of your property you are not entirely satisfied with the level of service being provided and your concerns cannot be rectified within 7 days, Just Real Estate will be happy for you to cancel the agreement.

Signed on behalf of Just Real Estate

Signed by Client



Just Real Estate

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