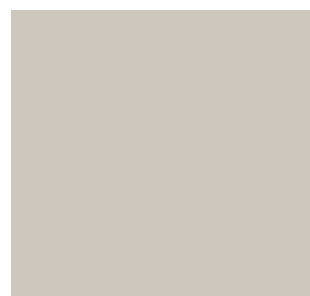
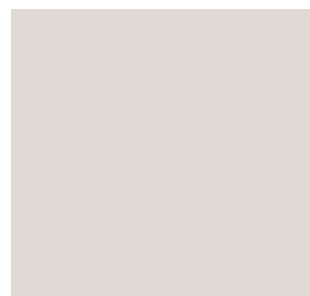


Your guide to
Property Management



maria selleck
PROPERTIES

the smart **move**

A boutique agency

in the heart of Manuka

Our Commitment

Our commitment is to offer the quality and professionalism you expect. We are focused on providing quality customer service.

You require a dedicated professional to achieve the best possible result. Maria Selleck Properties prides itself on providing tailor-made property management services to a *select* number of clients. Our landlords enjoy the benefits and peace of mind that Boutique Property Management provides:

Boutique Management

To provide the high levels of service, we focus our expertise on managing a rental portfolio much smaller than the industry standard.

One Point of Contact

Your investment property will be appraised and managed by the same experienced Senior Property Manager. They will quickly gain an in-depth and comprehensive knowledge of your property and an understanding of your specific requirements. Whether you wish to discuss market shifts or property maintenance; your Manager will be only too happy to provide you with prompt, professional and accurate information at all times.

Professional Services

Whether you're based locally or internationally, your peace of mind rests on the confidence to delegate your investment property to a professional organisation. Our highly trained and experienced staff are supported by the latest in Property Management Systems and Marketing and Advertising Programs. Staff are accredited and licensed and receive regular legislative and industry training. Current and accurate information is very important to our landlords.

Quality Customer Service

Experience and Enthusiasm. To maximise your investment property's potential, we employ seasoned professionals who strive to excel through a customer service focus. From the upstart, we spend the time to understand you and your property. Our clients know they can rely on our ability to manage their properties to a high standard.

Communication

Another part of our *point of difference* is the high level of regular and clear communication, which includes regular reports on your property, tenant status, Legislative and Market updates, rent reviews and accurate monthly accounts.

You will enjoy the difference with Maria Selleck Properties.

Our point of Difference

- At Maria Selleck Properties you receive personalised customer service
- We offer professional, ethical advice
- Each property is treated individually, so that we can create dynamic marketing programs
- Our teams skills and experience in property management



Your property

Management Services

Our point of Difference

- At Maria Selleck Properties you receive personalised customer service
- We offer professional, ethical advice
- Each property is treated individually, so that we can create dynamic marketing programs
- Our teams skills and experience in property management



What we will do for you

- Fully explain all the legal paperwork associated with leasing your property. Provide you with the current legislation guidelines so you are fully informed. Discuss and listen to your requirements to create a tailor-made management portfolio which works for you
- Conduct a professional competitive market analysis that compares your property with similar properties, the current rental market and demand to determine the best rental price
- Discuss and explain our various methods of target marketing to confidently advertise your investment property to its best aspect, with the least inconvenience and achieve a positive result in the shortest possible time frame.
Some of the provided services are;
 - Professional photographs
 - Internet listings include allhomes.com.au, domain.com.au & realestate.com.au
 - Contacting matching tenant database
 - For lease sign
 - Regular exhibitions and private appointments

Finding a Tenant

- To provide regular reports on all marketing, exhibitions and enquiries. We are proactive in monitoring and communicating how effectively a marketing campaign is progressing
- Provide stringent application processing and present suitable applications to you *within the same day*
- Informed tenants make good tenants. Upon receiving your instructions; the approved tenant/s will be asked to attend an appointment the next day. Your Property Manager will spend an hour explaining their legal requirements and discussing your property's individual care and maintenance before signing the lease. We ask all approved tenants to sign an acknowledgement form which confirms they have been fully informed and agree to our Legislation guided checklist.
- Good people skills. Property Management requires a high level of effective people skills, the ability to communicate clearly, respectfully and professionally in order to achieve a positive result in any situation. We possess experienced conflict resolution and negotiation skills.

Your property

Management Services

Maintaining your Investment Property

► Personalised service means knowing your property is managed pro-actively and your investment will be carefully monitored at all times. Our ongoing service provides:

- Comprehensive Inventory and Condition Report provided to the Landlord, Tenant and Agency
- Landlord instructions actioned and confirmation sent *within the same day*
- Twice yearly routine inspections using the Inventory and Condition Report to complete a detailed Routine Inspection Report. Two more landlord inspections may be utilised if required
- Daily review of tenant rent, collection and banking
- Don't lose a single days rent. Timely rent reviews accurately processed
- Negotiate existing tenants lease renewal
- Lodgement and release of tenant bonds with the ACT Bonds Office
- Maintenance requests actioned *upon the same day of receipt*
- Top quality tradespeople to carry out your requests with 3 stage checking procedure of all works
- Notices of Remedy- immediate response and communication with Landlord
- Payment of associated costs – body corporate, water, gas, insurance etc
- End of month disbursement of landlords funds to your delegated account
- Monthly and financial year rental income/costs statements
- Regular summary report of your property's overall appearance and condition
- Regular Landlord information Newsletters - updating market or legislative shifts
- Tribunal representation as required

