



# PROPERTY MANAGEMENT GUIDE

FOR INVESTORS



**ilookproperty**  
sunshine coast | brisbane



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# YOUR LOCAL

## REAL ESTATE SPECIALISTS

Selecting the right property manager is one of the most important decisions you'll make. It can make a difference not only to your overall returns, but also the enjoyment of your investment.

Property management has undergone a significant transformation, from simply a rent collection service to a dynamic investment management and service system. The changing scene has brought about the need to appropriately manage new legislation and the consequences to ensure fairness for both owners and tenants alike.

It is important to realise that together with the legislation comes a greater onus on owners and agents to follow the requirements of these laws. Now more than ever, it is prudent to ensure that your property is professionally managed by entrusting it to a manager who is trained, experienced and equipped to meet these ever-changing needs.





# WHAT WE OFFER...

**We will guarantee that we'll do the following for your peace of mind:**

- Return your call within 4 business hours (but usually within 1 to 2 hours)
- Be available for any questions you may have
- Professionally screen and select your tenants
- Arrange for repairs and maintenance
- Pay accounts such as water services and council rates
- Claim water usage from your tenants
- Professionally and accurately report on the condition of each property during each tenancy by providing you with written quarterly inspection reports
- Complete detailed entry/exit condition reports for each tenancy including taking comprehensive images of your property (usually around 800 to 1200+ images based on property size) to support the entry condition report
- Perform a half yearly market review
- Perform a TICA (Tenant Default Control Database) check on every applicant
- Adhere to Residential Tenancy Act (RTA) laws
- Have a ZERO tolerance towards rental arrears. We action rental arrears firmly in accordance with Residential Tenancy Authority (RTA) laws
- Re-let your property at the end of each tenancy in the event of a vacancy. This includes marketing your property on multiple website portals within 48 hours
- Pay available rent twice monthly to ensure you receive your money to your account sooner

**We've got you covered!**

# OUR PROPERTY EXPERTS

The team supporting your investments



## EDWIN LIMQUE

### PRINCIPAL

Having an interest in real estate from an early age, Edwin purchased his first investment property on his 21st birthday in 1990. Several buys and sells over the pursuing years increased his passion for property where he diversified from his 15 years in finance and management to buying his own real estate office back in 2003. Edwin understands what it takes to effectively manage a property to get the maximum return with the least financial outlay and stress. He still keeps an active hand in the property management department and is always available to his clients to provide professional advice.



## JAMIE JACOBS

### SNR PROPERTY MANAGER SUNSHINE COAST

With a no-nonsense approach to property management, Jamie is a career property professional who is defined by continuous property management service since 1998. Jamie understands that property management is not only about managing property but building and maintaining solid relationships with her clients to develop a mutual trust and understanding.

Jamie's expertise is diverse, with experience across a broad spectrum of properties, demographics and managing every type of dwelling from grand homes to single bedrooms apartments and everything in between. Jamie's reputation was not achieved over night; it's the product of hard work, self-improvement and keeping ahead of ever-changing technology. Jamie possesses a wealth of knowledge and an in-depth understanding of the complexities of the Residential Tenancies Act.

With her exceptional organisational skills, friendly nature and her attention to detail, Jamie's tireless dedication to assist and develop strong relationships with her tenants and landlords alike, is just one of her strongest attributes.

Exceptionally motivated and with a warm, welcoming approach, Kate clearly demonstrates the strong service ethic and customer focus that ilookproperty is renowned for.



## KATE MCDONALD

### PROPERTY MANAGER SUNSHINE COAST

Kate is a dedicated professional based at the Sunshine coast office and specialises in residential rentals. She can be relied upon to provide property owners and tenants with honest, reliable advice and assistance and enjoys meeting people from all walks of life.

A natural communicator, Kate is full of enthusiasm when it comes to property and loves being involved in as many facets of the industry as possible, constantly

learning and keeping up to date with market trends, local area developments and anything which may prove beneficial to her clients. Passionate about her chosen career, she demonstrates a remarkable commitment to providing personalised service. She has a natural empathy with people and identifies clients' needs to ensure they are more than satisfied with the outcome.



## **MATTHEW GROVES**

### **MANAGER BRISBANE**

Matthew Groves has a wealth of real estate knowledge and is very passionate about the industry.

Managing and developing a large portfolio of property rentals, Matthew ensures that his owners are well informed about all areas of property management and are equipped to maximise their rental returns. With a background in sales there is no one better when it comes to advertising your investment property: "I believe in not just showing properties to rent, rather selling it as a lifestyle to potential tenants or buyers".

Matthew strives to make your investment simple; believing an owner should earn a return while he manages everything in between. Building strong relationships with not only vendors and landlords but also tenants, Matthew has been complemented on his effective management and negotiating skills.



## **JENNA TAYLOR**

### **ADMIN MANAGER**

Coming from a background with an extensive and diverse service and marketing arena, Jenna has a high level of administrative, office management, customer liaison and service skills. She is dedicated to placing all client's needs and wants in the forefront so that every client of ilookproperty feels uniquely special.

With a natural interest in people, Jenna has a strong ability to understand a client's needs and knows exactly what it takes to build lasting relationships. Working closely with ilookproperty Principal, Edwin Limque, Jenna is the original go-to girl; providing the background detail and digital support that lets our highly credentialed agents and property managers get on with achieving stellar results.

Working with such experienced senior agents brings high expectations that Jenna meets with an ever calm and unstressed demeanour. Graced with an ability to intuit what needs to be done at exactly the right time, Jenna is a natural organiser who is also a natural people person.

# QUALITY IN = QUALITY UT

SELECTING THE MOST SUITABLE TENANTS CAN  
MINIMISE DISPUTES IN THE FUTURE



# TENANT SELECTION

## Our stringent selection criteria

Tenants are required to meet strict criteria when applying for any of our properties:

- TICA (national tenancy database) check for any negative history
- 100 points identification
- Utility bill verifying name and current address
- Payslips/income statements
- Bank statement showing income deposited
- Reference from current and previous managing agent/landlord
- Applicant suitability assessed
- Pets assessed and considered on a case by case basis
- Application required for every occupant over 18
- Bond and 2 weeks rent in advance at commencement of tenancy
- Current tenancy ledger reviewed for payment conduct



“

*“The team at ilookproperty have been managing our property for the past seven years. I always wished this team could train all my other property managers around the country as they did such an excellent job. Even though we had never met any of the team in person, our email and phone contact was always prompt, polite and personal”*

**Emily - Investor**

# ENTRY CONDITION

## Our reporting procedure

At ilookproperty, we pride ourselves on having the most detailed and thorough entry condition reports in the industry.

This protects you against future problems that may arise during the tenancy. These reports keep track of damage, or upon vacating the property, ensure the home is returned as close to the original condition as possible.

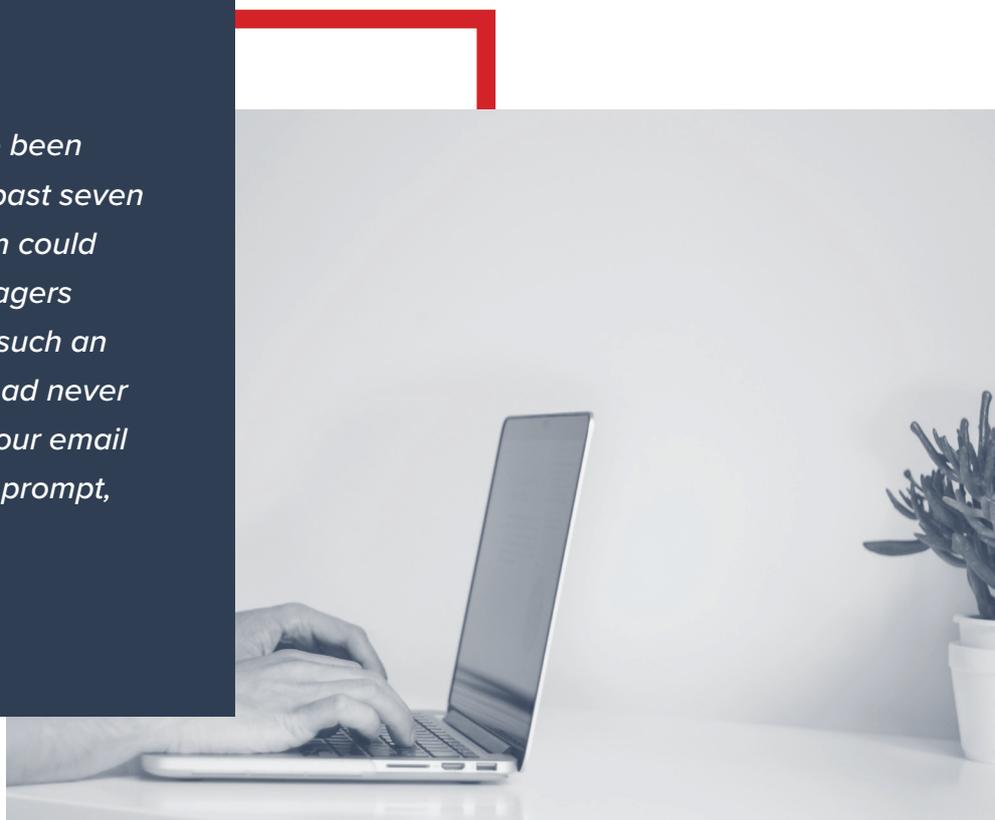
An example of a comprehensive Entry Condition Report should include the following:

- Detailed explanation of every chattel, fitting or appliance
- Detailed description of walls including scuff marks and dents
- Note of all working and non-working fittings
- Supporting images of all descriptive damage
- Images of every wall and corner in every room

“

*“The team at ilookproperty have been managing our property for the past seven years. I always wished this team could train all my other property managers around the country as they did such an excellent job. Even though we had never met any of the team in person, our email and phone contact was always prompt, polite and personal”*

**Emily - Investor**



# SIMPLERENT

## The easy way to collect rent

At ilookproperty, we like to make real estate simpler for all our clients – especially for our landlords and tenants.

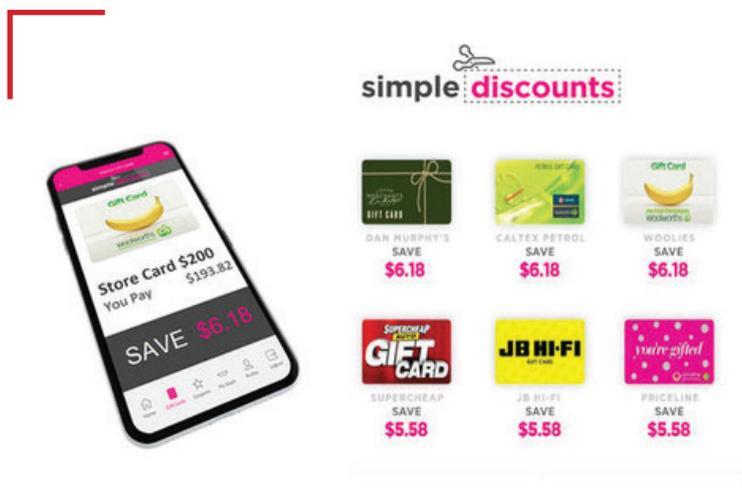
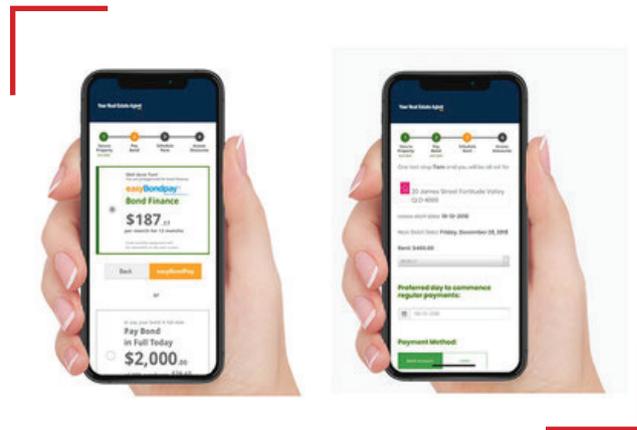
One of the challenges every landlord faces is the security of knowing the tenant will pay their rent on time consistently. To minimise this risk, we have implemented an innovative new system and the name says it all – Simplerent. Simplerent provides tenants with a 'set and forget' direct debit system to pay their rent and REWARD them at the same time.

### HOW DOES IT WORK?

Tenants can simply opt-in and ilookproperty will take care of the setup. There is a small transaction fee charged to the tenant on top of their scheduled payments and penalty fees apply for late payments. There are no fees or charges to the you for this service.

Tenants using Simplerent can:

- Conveniently pay the bond to secure a property
- Setup automated rent payments on a day that suits
- Make one off payments for water, electricity or other bills
- Earn rewards to purchase discounts at selected major retailers
- Pay rent with either a Visa, Mastercard or Amex (and potentially earn more rewards if the card offers one)
- Take advantage of a Bond Finance option for eligible tenants to pay bond over 12 months



### What are the Rewards?

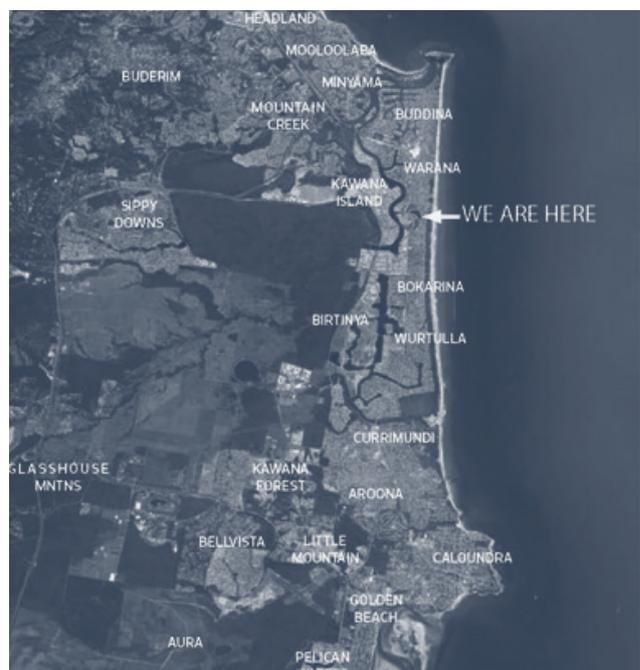
Tenants that sign up to use the Simplerent rent system will automatically receive an email with instructions to download and access the SimpleDiscounts Program. Tenants who make the most of using SimpleDiscounts for everyday shopping needs can potentially save more than a week's rent per year through vouchers and product discounts.

# OUR SERVICE AREAS

Where we manage property

## Sunshine Coast

- |                  |                      |
|------------------|----------------------|
| Warana           | Caloundra            |
| Buddina          | Caloundra west       |
| Bokarina         | Baringa              |
| Wurtulla         | Moffat               |
| Parrearra        | Golden beach         |
| Birtinya         | Pelican waters       |
| Minyama          | Shelly beach         |
| Point cartwright | Aroona               |
| Mountain creek   | Glasshouse mountains |
| Mooloolaba       | Kuluin               |
| Sippy downs      | Maroochydore         |
| Kawana forest    | Alexandra headlands  |
| Buderim          | Cotton tree          |
| Currimundi       |                      |



## Brisbane

- |                     |                  |
|---------------------|------------------|
| Forest lake         | Capalaba         |
| Greenbank           | Wynnum           |
| Inala               | Wellington point |
| Wacol               | The gap          |
| Darra               | Browns plains    |
| Sunnybank           | Shailer park     |
| Sunnybank hills     | Logan            |
| Upper mount Gravatt | Redbank plains   |
| Carindale           | Karana downs     |
| Springwood          | Mount Crosby     |
| Slacks creek        | Chermside        |



# MARKETING STRATEGY



PROFESSIONAL MARKETING AND WIDE EXPOSURE IS THE KEY TO ATTRACTING MORE INTEREST

# EXPOSURE

## Get maximum reach

We can get eyeballs on your property. We advertise your property for rent on the following websites:

- [realestate.com.au](http://realestate.com.au)
- [domain.com.au](http://domain.com.au)
- [ilookproperty.com.au](http://ilookproperty.com.au)
- [rent.com.au](http://rent.com.au)
- [homely.com.au](http://homely.com.au)
- [homehound.com.au](http://homehound.com.au)
- [thehomepage.com.au](http://thehomepage.com.au)
- [onthehouse.com.au](http://onthehouse.com.au)
- [realty.com.au](http://realty.com.au)
- [linktosale.com.au](http://linktosale.com.au)
- [ilookproperty Facebook Page](#)

We also provide a match alert service that automatically notifies potential tenants when a property has been listed that matches their specific criteria via SMS and email.



# QUALITY IMAGES

## To make your property stand out

Presentation is important when grabbing your potential tenant's attention. We only ever use high quality advertising imagery to showcase the features of your property so that we can bring more attention and interest to your property. At ilookproperty, we provide you with the option to have enhanced images for advertising at a low extra cost. Please ask our property manager for more information on this service.



# LISTING CHECKLIST

## Is your property ready?

Please discuss the following items with your representative to determine who will complete each task.

	N/A	Owner	Agency
<b>WATER EFFICIENCY</b> If not already compliant, arrange our qualified plumber to inspect the property and provide a free quote. Once approved, complete the necessary improvements and issue a water compliance certificate to claim 100% water usage.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>SMOKE ALARM COMPLIANCE</b> Arrange for our authorised inspectors to comply the property and carry out the necessary improvements in accordance with QLD legislation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>ELECTRICITY CONNECTED</b> Electricity needs to be connected to allow us to showcase the property to prospective tenants and complete a quality Entry Report (including photography).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>KEYS</b> Please provide your agent with 2 keys for every lock in the property PLUS one entry set (a key to the front door plus any screen doors if applicable).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>REMOTE CONTROLS &amp; MANUALS</b> If applicable, please ensure you have two remotes for each remote garage door and copies of any manuals for air conditioners, ovens etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>CARPET CLEANING</b> Please ensure the carpets are professionally cleaned and a receipt for the work provided, as this will need to be held on record.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>PEST &amp; FLEA TREATMENT</b> Please complete a general pest treatment and a flea treatment if pets were at the property.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>POOL CERTIFICATE &amp; POOL SERVICE</b> If there is a pool at the property, please provide a pool safety certificate to comply with Qld legislation. ilookproperty will arrange a pool company to service the pool monthly. The cost of the service will be the owners responsibility and the cost of the chemicals will be the tenants responsibility.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>BOND CLEAN</b> Please ensure a professional bond clean is conducted at the property at least 7 days prior to the property being leased.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

# OPEN FOR INSPECTION

## Property for rent

We use the latest inspection software to capture all tenant enquiries for your advertised property for every website portal into one, easy to manage system.

It automatically books, confirms and sends reminders to potential tenants about open times, leaving us more time to focus on the other important tasks and be ready to greet your potential new tenants at every inspection.

If there are current tenants residing in the property we ensure we are courteous and provide as much notice as possible.



“

*“Kate was the property manager of a unit I inspected this week and I wanted to say how positive and empathetic I found Kate to be. Kate was there early, opened up the unit, turned on the lights, opened the doors so as to give the best impression of the unit.*

*Whatever question Kate was asked she knew the answer to. There were a lot of people looking around and also asking Kate questions which she handled very professionally, calmly and with a nice cheerful disposition. So very refreshing.*

*It is confronting inspecting properties when there are so many other people looking as well. But this time I drove home thinking, that was a really great inspection!”*

**Linda - Via Google**

# PREVENTION IS THE BEST PROTECTION



PROTECTING YOUR INVESTMENT PROVIDES  
PEACE OF MIND FOR THE FUTURE

# LANDLORD INSURANCE

## Protecting your investment

Everyone knows the importance of house insurance and why, but when it comes to an investment property, is standard house insurance enough?

There are risks when renting an investment property that can be very costly. Landlord insurance is an extra layer of security that covers a property owner for financial losses relating to their rental properties.

### What does landlord insurance cover?

Landlord insurance is a policy that covers you against loss of rent due to a tenant's rent default, the theft or burglary of any belongings you have leased to your tenants, and natural disasters such as storms. Most policies also include cover for the building due to unforeseen damage such as fire, flood and storm damage (very important in QLD), but it is the loss of rental income that is often the most valuable.

### I have fantastic tenants who look after my property and always pay on time. Do I really need it?

In our opinion – yes. There are other unforeseen factors that may change your tenants' circumstances in the blink of an eye. Here is just some of the possibilities that could go wrong and leave the tenant and owner in a dire financial situation:

- Tenant loses their employment
- Tenants' relationship breaks down
- Guests cause damage to the property
- House becomes un-tenantable which causes loss of rent
- Death of a tenant
- Vandalism or theft

These circumstances can leave the owner liable for expensive legal fees, repairs, re-letting fees and mortgage payments generally covered by the rent. Shockingly, only one in five Australians have adequate cover in their insurance policies.

### What should I look for when choosing landlord insurance?

When selecting a policy, don't just focus on the best premiums when making your decision. Some other important considerations should be the amount of cover offered and the excess you will be required to pay should you need to make a claim. Lower premiums may mean a higher excess or you may not be adequately covered for certain circumstances. This can leave you even more out of pocket. We recommend you consider your current tenant's situation and review this each time a new tenant leases your property (i.e. – if your tenant has a dog, ensure your cover includes pet damage). All premiums are tax deductible so keep this in mind at tax time.



# ROUTINE INSPECTIONS

## What to expect

Routine inspections are vital in ensuring your property is being kept in top condition throughout the tenancy, not just when your tenant vacates.

We pride ourselves on providing detailed and thorough routine entry reports with supporting photos straight to your email, so you are always informed on how

the tenants are looking after the home.

Our routine inspections are carried out one month after a new tenant moves in, and 3 monthly thereafter. While we are at your property we will also check for any maintenance requirements and notify you immediately if there is. If we

notice any damage while carrying out a routine inspection we will ask the tenant to rectify it immediately.

Every routine inspection we carry out will be sent directly to your online property owner portal software system and you will be notified by email when it is ready to view.



**THERE'S A BIG DIFFERENCE  
BETWEEN DOING WHAT IS  
REQUIRED AND DOING WHAT  
IS EXPECTED.**

# ONLINE PORTALS



GIVING YOU ACCESS 24/7 TO ANYTHING  
YOU NEED

# OWNER & TENANT PORTALS

We use leading technology in the real estate industry so you can have access to everything you need 24/7. No more waiting to call or having to email a request, simply login and get what you need.

## Owner Access

With our latest cloud-based software, you will have 24/7 access to all your property information in one convenient place with your own personal login to the online portal.

Now you don't have to waste time searching emails to find financial documents or wait until the next disbursement to find out how much funds you will be receiving.

Owners can:

- See the current financial status of all their properties
- View photos and details of the property and tenancy
- Drill into financial activity
- Download historical statements, bills and documents
- Keep track of jobs and inspections

## Tenant Access

Tenants will also have 24/7 access to certain information regarding their lease.

Tenants can:

- View property and lease information
- See when rent and bills are due
- Log and monitor maintenance requests
- Message dedicated property manager directly
- Download rent receipts

BEST PART OF THIS SYSTEM?  
WE CAN DO OUR JOB MORE  
EFFICIENTLY SO WE HAVE  
MORE TIME TO SPEND  
WHERE IT IS NEEDED MOST  
– LOOKING AFTER YOUR  
PROPERTY!

A high-speed, close-up photograph of water splashing, creating a dynamic and textured scene with many small droplets and bubbles. The water is clear and bright, contrasting with the darker, blurred background.

# COMPLIANCE

DON'T GET CAUGHT OUT - MAKE SURE  
YOU'RE COMPLIANT

# SMOKE ALARM

## Compliance

Is your property compliant with smoke alarm legislation? Legislation was introduced into Queensland in 2017 which places obligations on landlords and property owners in relation to the installation and maintenance of smoke alarms in all properties.

### From 1st January 2017, your obligations are:

- To only install or use as replacements photoelectric smoke alarms which comply with the Australian Standards in your property.
- To have all smoke alarms in your property operating when tested and they must be interconnected, e.g. if one smoke alarm sounds, the others will also sound.
- To have smoke alarms installed in every bedroom of a home. If one or more of the bedrooms are connected by a door to a hallway, a smoke alarm must also be installed in the hallway. In dwellings where a hallway does not connect by a door to the bedrooms, a smoke alarm is required in a location between the bedroom and the remainder of the dwelling.
- To have all smoke alarms powered by either 240 volt or a 10-year lithium battery, and each smoke alarm and battery must be replaced before the expiry date.
- To have the smoke alarms in your investment properties tested and cleaned within 30 days prior to each tenancy change or renewal. Your tenant is responsible to test and clean each alarm and replace batteries if necessary, every 12 months.
- From 31 December 2021, if your property doesn't have interconnected, photoelectric smoke alarms and you either sell, enter into a new tenancy agreement or renew an existing tenancy agreement, you will need to replace all non-interconnected, non-photoelectric smoke alarms with interconnected, photoelectric smoke alarms.
- From 2026, if your property doesn't have interconnected, photoelectric smoke alarms you must now replace them with interconnected, photoelectric smoke alarms.

### What is a Photoelectric smoke alarm?

Photoelectric smoke alarms 'see' the smoke. They detect visible particles of combustion and respond to a wide range of fires, but they are particularly responsive to smouldering fires and the dense smoke given off by foam filled furnishings or overheated PVC wiring. Research has shown that they are more effective and respond significantly faster than ionization alarms, allowing you precious time to get you and your family to safety. Ionisation smoke alarms 'smell' the smoke. They detect invisible particles of combustion, e.g. from cooking toast. They activate more quickly for fast, flaming fires with little visible smoke.



# WATER EFFICIENCY

## Compliance

Did you know that you can charge your tenant for water consumption? QLD tenancy laws and regulations enable you to pass this cost on if you meet certain water efficiency guidelines at the commencement of a new lease.

### If you meet these requirements, you can charge your tenant for water consumption:

- Your property is individually metered (or water is delivered by vehicle), and
- the property is water efficient, and
- the tenancy agreement states the tenant must pay for water consumption

However, there are some things you can't charge your tenant for – all fixed charges (you cannot charge more than the billable amount).

### How to tell if your property is considered water efficient:

- Internal cold water taps and single mixer taps (excluding bathtub taps and taps for appliances) have a maximum flow rate of 9 litres per minute
- Shower heads have a maximum flow rate of 9 litres per minute
- Toilets have a dual flush function not exceeding 6.5 litres per minute on half flush and maximum average flush volume of 4 litres (based on the average of 1 full flush and 4 half flushes)
- No leaking taps anywhere on the premises at the start of the tenancy or when the other water efficiency measures are installed

#### A special note on taps:

Only internal cold-water taps installed over a hand basin, kitchen sink or laundry trough (including single mixer taps) need to be water efficient. Other taps such as bathtub taps, outside taps for the garden, or taps which supply washing machines or dishwashers do not have to be water efficient to meet the requirement.

### Is it a requirement I install water efficiency devices?

No, it's completely optional but if you wish to pass on water consumption charges, the Residential Tenancies Act 2010 states your property must be water efficient which includes the installation of water saving devices before you can charge your tenant. We'd highly recommend you do however as this could save you hundreds of dollars a year.



## WHY CHOOSE US

Ready to sign up, or need more information regarding our professional services?

Give one of our experienced team a call today and they will be happy to provide you with all the advice you need to make the process as smooth as possible.

We have the professionalism and enthusiasm to ensure that your investment returns are maximised while ensuring your rental property is as stress free as possible.



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