



GUARDIAN

PROPERTY CONSULTANTS

guardianpropertyconsultants.com.au

**PROPERTY
MANAGEMENT
FROM PEOPLE
WHO CARE
(BECAUSE YOU DESERVE IT)**

GREAT PROPERTY MANAGEMENT BEGINS NOW...

We've found most landlords want clarity and security around these *four key areas*:

1. CUSTOMER SERVICE & COMMUNICATION

Customer service means talking and listening to customers.

This helps build trust, anticipate individual requirements and respond promptly to any problems.

Customer Service is Guardian Property's highest priority; we want to meet and exceed our clients' expectations.

We are always contactable and provide you with our personal mobile numbers to call at any time.

2. DISBURSEMENTS ON TIME

No one ever wants to get their money late. We offer weekly, mid-monthly or monthly disbursements to suit your requirements.

You'll receive a detailed statement with your disbursement, as well as End of Financial Year.

3. MAINTENANCE HANDLED

If a tenant reports a maintenance issue, or if we pick something up at a routine inspection, we promptly organise trades to repair.

Ask us about our **'FREE Home Health Assessment'**!

4. ROUTINE INSPECTIONS

We know how much landlords love routine inspections! At Guardian Property Consultants, you'll get . . .

- An entry condition report when your tenant starts the lease
- A six-week initial inspection to set up expectations and ensure your tenant's looking after your asset
- A four-month, in-depth routine inspection with loads of pictures.
- An eight-month routine inspection (same quality as the four-month)
- A twelve-month highly-detailed exit report, or renewal inspection
- Half-yearly market update and rental appraisal

In a nutshell, over a 12-month lease, you'll receive 5 or more inspections for your peace of mind.

1. FREE Guardian Master Builders Revival Service

Guardian Master Builders will conduct an introductory 'Home Health Assessment'. Guardian's highly competent tradespeople will attend to those minimal items that never seem to get fixed properly. **FOR FREE!**

What they will do:

- Check all entry doors, if locks are not working, they will fix. If door is not closing, they adjust accordingly.
- Check all taps, if any leaks are detected, they repair taps onsite.
- Check the condition of the entry door lock set. Check the locking mechanism to ensure is functioning properly.

A comprehensive report will also be provided detailing the general condition of the property. This will clearly identify areas that can be remediated with very little effort, rather than waiting many months...

2. Inhouse Maintenance Team

- With a building team close by our side, we can always offer the best repairs and prices for required maintenance.

3. Rent disbursements

- With Guardian Property Consultants, there are NO hidden fees.
- We pay our owners twice a week so no matter which day your tenant pays their rent, you will be certain to receive your payment on time

4. Landlord online portal access 24/7

- Financial statements and receipts
- Account balance
- Expenditure report

5. Pay on your behalf levies and rates

6. Routine inspections

- Detailed property condition reports including photos showing condition of the property

7. Annual rental market reviews & property market appraisals.

8. Tenancy documents prepared and lodged

- We use Docusign for speedier lease agreements
- Payment requested 24 hours from approval

9. Compliance

- Smoke alarm compliance check
- Water compliance check
- Pool compliance check

10. Tenant Check

- 1 Form tenancy application
- 100 points of ID
- Employment status / pay slips
- Character and employment reference checks
- Minimum 12 months rental history provided
- Affordability check

11. Insurance claims processing

12. Additional services

- Introduction to our panel of preferred lawyers, accountants, mortgage brokers and financial advisors
- Access to depreciation specialists for tax time
- Access to virtual furniture staging and photoshopping of images for marketing purposes
- FREE access to our in-house property stylist

**12 CRUCIAL SERVICES
WE'RE PROVIDING YOU**



“I have nothing but great things to say about Guardian Property. They are a great property management team and I would highly recommend them! As a landlord, communication is key and these guys are great” - **Salman**



WE ASKED OUR LANDLORDS...

WHY DID YOU CHANGE TO GUARDIAN PROPERTY CONSULTANTS?

“Brilliant service! The Owner Portal is very handy!” - **Nick**

“Chris and the team at Guardian Property have gone above and beyond. I have had experience with many property managers over the years and none have been as attentive as Guardian Property Consultants.” – **Emma**



“Christopher and the team at Guardian Property manage my property in Toowong and do a really fantastic job. As a landlord that lives in the UK, they bend over backwards to make time to connect at difficult hours and are always efficient and great to deal with.” - **Troy**

PROFESSIONAL SERVICES AND CHARGES*

Options	Total Care
Management fee (*inclusive gst)	9%*
Letting fee (* plus GST)	1 week's rent
Lease negotiation/renewal fee	FREE
Administration expenses	\$5.50/month
Inventory management (fully furnished properties)	\$99/per lease
realestate.com.au Premier Advertising	At Cost - Currently \$176.00 per listing
For Lease Sign Board	At Cost - Currently \$110.00 per listing
Professional Photography	FREE
Utilities Concierge Service	*
Ignite Online Tenancy Application (plus Inspect Real Estate)	*
Routine inspection - max. 4 per annum (first 2 after joining are free)	FREE
Entry & Exit Condition Reports + Bond Lodgement	*
90 day money back guarantee	*
Styling consultation	*
Repairs & Maintenance - coordination of multiple quotes and access	*
Insurance claim processing	*
QCAT preparation & appearance	FREE
TICA check on applications	*
End of month disbursements	*
Weekly, Mid & End month disbursements	*
End of financial year statement fee	FREE
Half Yearly Rental Market Appraisal	*
Yearly Sales Market Appraisal	*

*services and charges are provided as standard. Please ask us about customised services based on individual landlord requirements and how we can be competitive on current industry standard fees.

OUR SERVICE GUARANTEE

THIS IS OUR COMMITMENT, BECAUSE YOU DESERVE THE BEST.

In the event we don't deliver on our promise or you feel we have missed a step in our process, then your management fees for the calendar month will be **REIMBURSED IN FULL** (and there will be no raised eyebrows from our end!)

- **Communication** - We guarantee to respond to all messages within 24 hours, Monday -Friday.
- **Reporting** - We guarantee to provide all Exit, Entry & Routine Inspections to you within 24 hours of the inspection being conducted, Monday to Friday.
- **Solutions not problems** - If we contact you with an issue or concern that relates to your tenant or property, we guarantee that we'll always provide you with a solution or recommendation at the same time.
- **Plan ahead** - Within 24 hours of receiving an intention to leave from your tenant, you will be advised of your options (whether to increase rent, when to go to market). At this time, we will conduct a pre-exit inspection to advise of any maintenance to ensure a smooth transition to the new tenant.
- **Good news calls** - Maybe in the past you've dreaded receiving a call from your property manager. With us you won't - we love giving good news calls and we guarantee that you will receive them from us. Not feeling the love? Let us know.
- **Annual market opinion** - Each year we will conduct a FREE appraisal on your home to show how your property's performance is tracking in respect to yield and capital growth. We understand the importance of being kept your property.

TRANSFER YOUR PROPERTY

IT IS A VERY EASY PROCESS!

If and when you are ready to proceed, we can send you the Transfer Forms via DocuSign®, and then also take care of the rest!

As soon as you complete the "**Transfer Form**" to approve authorisation for us to manage your property, we will arrange everything for you.

- There are no fees to change agents and we will email the current agent to arrange the handover of the correct documentation regarding your property.
- We will inform and communicate with your current agent to provide them with the 30 Day Notice period and agreed date for the transfer of documentation.
- We approach the tenant(s) with care and respect and advise them on all procedures for the transfer.
- We call the tenant(s) to advise of the transfer of rent payments and also to become familiar with your property.
- We conduct any overdue routine inspections and advise you of the current condition of your property. Our goal is to make owning your investment property easy and financially rewarding. You don't need to sweat the small stuff, because we will do it for you.
- We'll take care of everything from landlord and building insurance, maintenance requirements and paying all outgoings. All you have to do is sit back and relax.
- We also advise on what we can do to maximise your rental return.

The transition is smooth and easy and we believe you will notice the change for the better immediately.

TRANSFER OF PROPERTY MANAGEMENT

AGENCY DETAILS	Name:		
	Address:		
	Phone:	Fax:	Mobile:
	Email:		
PROPERTY	Address 1:		
	Address 2:		
TRANSFER OF MANAGEMENT ADVICE	<p>This letter is advice of the termination of the Management Agreement for the above Properties and provides the required notice as per the Management Agreement.</p> <p>Guardian Property Consultants Pty Ltd is the Agency appointed as Managing Agent.</p> <p>Please hand over the following items to the Agency representative, as indicated below.</p>		
ITEMS TO BE HANDED OVER TO AGENCY ON:	Current Agent to Complete	<input type="checkbox"/> Copy of all keys and access items	
		<input type="checkbox"/> Copy of General Tenancy Agreement	
		<input type="checkbox"/> Copy of Application Form for each Tenant and Approved Tenant	
		<input type="checkbox"/> Copy of RTA Bond Receipt Confirmation	
		<input type="checkbox"/> Change of Agent Form – RTA Form 5 (Bond number must be on it)	
		<input type="checkbox"/> Copy of Entry Condition Reports with inventories, if applicable.	
		<input type="checkbox"/> Copy of Tenant's Ledger, Tenant contact numbers and email address/es.	
		<input type="checkbox"/> Copy of the last BCC Rates, Urban Utilities, Body Corporate, if paid by Agent	
		<input type="checkbox"/> Copy of any RTA notices or pending Tribunal documents relating to the current tenancy	
		<input type="checkbox"/> Copy of Body Corporate By-Laws, warranty documents and appliances instructions.	
		<input type="checkbox"/> Copy of Financial Year Statement to date.	
		<input type="checkbox"/> Details of outstanding repairs/maintenance issues.	
		<input type="checkbox"/> Copy of last Routine Inspection Report.	
		<input type="checkbox"/> Copy of Smoke Alarm Servicing Details and Compliance	
		<input type="checkbox"/> Copy of any Insurance policies held in the Lessors name.	
	<input type="checkbox"/> Copy of Owner's Ledger/s		
LANDLORD	Name		Date
	Signature		

For further information please contact Guardian Property Consultants Pty Ltd

Phone: 1300 114 522 Email: residential@guardiangroup.au



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4A/2994 Logan Road, Underwood QLD 4119

Phone: 1300 114 522

Email: <mailto:residential@guardiangroup.au>

Website: <http://guardianpropertyconsultants.com.au>



Guardian Property Consultants Pty Ltd ABN 96 673 355 265