



OWNER'S GUIDE TO PROPERTY MANAGEMENT

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Welcome



My interest and curiosity with "Real Estate Investment for Wealth" made me realise through my own experience that there must be a better way for owners and investors to manage, sell and buy property.

My early experience with property managers was not a positive one, and I realised I was not alone! Many of my friends, family and acquaintances all expressed the same misgivings, with only a handful saying they were happy with their property manager. I was shocked, and there needed to be a change!

With a strong background in technology as a Systems Engineer working with IT systems, I started to look for better alternatives. Many offered documents for download or printing, some had phone support, and others' promised the world. I soon realised there was not a simple system that met everyone's needs.

The community needed a real estate office that offered people the choice to manage, rent, buy and sell their properties. This was where the idea of PropertyMyWay was created. With my passion and IT knowledge I started to research and develop the system that is available today.

With the development of the system nearing completion, we opened PropertyMyWay as a Real Estate company that now is offering real estate services with a difference. We give owners the choice to:

- Buy, sell and manage properties,
- Get assistance from PropertyMyWay when needed, or
- Have PropertyMyWay provide all the services while you sit back and relax.

Our moto is ***"Easy Automated Property Management for YOU!"***

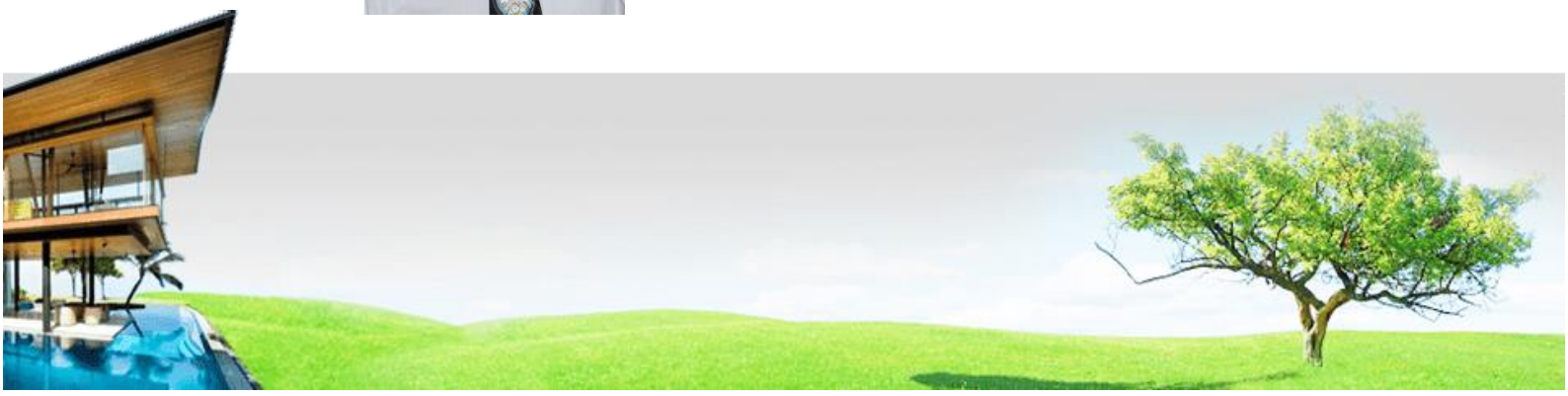
With ***You*** being the primary focus.



David Liddiard

Owner/Property Manager

PropertyMyWay - Sales and Management



Our Services



Easy, Automated Property Management For YOU!

- ✓ As your dedicated Property Managers, we offer 7 days a week service & will see to all of your property requirements.
- ✓ We provide you with our mobile contact details enabling contact at any time
- ✓ Your property will be actively advertised on major real estate websites including realestate.com.au, REIWA.com.au, and even GumTree to offer maximum exposure of your investment to potential tenants.
- ✓ Full Application Review & Tenancy Database checks are done prior to presenting an application to you. The final decision is yours! We will personally discuss with you all applications that have past the required criteria.
- ✓ A full Property Condition Report is compiled on your property and provided at the lease sign up stage to comply with the gazetted amendments to the Residential Tenancies Act of 1987.
- ✓ A full Lease Sign up and Bond Lodgement are completed with your new tenant and they are made fully aware of their contractual obligations for the duration of their tenancy. All legislative forms used comply with the Residential Tenancies Act.
- ✓ Once your tenancy is underway we will effectively monitor all rental payments to ensure the tenants are meeting their obligations. You will be provided with a month end statement showing an itemised account of those months' transactions. Tenants are provided with direct deposit details for their rental payments.
- ✓ Your first Routine Inspection is conducted at the 6 week mark of any new tenancy; and then every three months following. We provide you with a full digital report including date stamped colour photos giving you an ongoing insight to the upkeep of your property.
- ✓ You will be advised of any maintenance requirements due at the property and they will be acted upon according to the new legislative guidelines set by Department of Commerce.
- ✓ We employ qualified contractors with registered ABN numbers & appropriate Insurance Cover.
- ✓ Water Consumption at the property can be paid for and invoiced to the tenant on your behalf — please note that with the authority to collect these accounts in your name we will pay these on your behalf first to ensure that your credit rating is kept at its optimum level.
- ✓ Did you know that you can authorise PropertyMyWay to collect and pay all accounts pertaining to your property including all rates, insurances, water, strata levies, etc. included in your management fee!
- ✓ Annual Summary Statements are issued at the end of financial year and will include a detailed account of all transactions that occurred within that financial year — makes tax time a breeze.
- ✓ Electronic Banking Services; we transfer all owner payouts directly to your nominated bank account. Your payments will be issued on the last business day of each month.
- ✓ Final Inspections; tenants are now required to provide the office with 30 days' notice to vacate a property on a fixed lease agreement... and as an owner you need to do the same to end a tenancy? We will look after all the vacating processes to ensure a smooth transaction between tenants. Your outgoing tenant will be made aware of all responsibilities and duties according to the legislative requirements.
- ✓ Want a copy... you can be provided with a copy of all documentation relating to your property for your personal records.



Fee Guide

Fixed Fee Structure – Easy, Simple, No Fuss

At PropertyMyWay we simplified our Letting Fees so you know exactly what it will cost you without the need to read complex ledger sheets with itemised charges should be included in the management fee.

- Management Fee 10%
- Letting Fee - FREE
- Tenanting your property - \$535 Inc GST
(This includes advertising and screening of all tenant applications for 3 months)
- Property Condition Report - FREE
- Inventory Report (Furnished Properties) \$80 + GST
- Lease Renewal - \$267.50 Inc GST
- Routine Inspection - FREE
- Annual Summary Statement – FREE
- Final Bond Inspection - FREE
- Court Attendance & Preparation Fees \$80 / hour + GST
- Meetings I Emergency After Hours \$80 / hour + GST
- Postage & Petties - FREE
- Title Search 1 Council Plans - AT COST
- Tenant Database Enquiry - FREE
- Rent Review Fee - FREE
- Payment of Accounts / Insurance Claims - FREE



LEASED Smarter!

FAQ

What can you do that another property manager can't?

We give you choices! Other property managers don't have the software that lets you manage your property, or have us manage it for you. We are available 24hrs a day, 7 days a week via mobile or the office number. We provide one on one direct service that is lacking within this industry.

Will you personally manage my property?

One of the problems with traditional property management is that staff transition frequently. At PropertyMyWay we have organized our systems that whoever manages your property is able to view all the history in our CRM, and that our staff treat tenants, tradies and landlords with the utmost respect. Your property will be well managed regardless of who is attending to your needs.

How can you demonstrate your knowledge of the current rental market?

The market in general has dropped a little within the last 6 months. I have been involved directly with all the ups & downs of the market during that time - and know it very well. With the availability of market analysis trends from companies like CoreLogic, REIWA and others, we are keeping up to date on a month by month basis.

How many properties do you personally, & the company currently manage?

It is our goal to ensure that no property manager is to manage more than 80-90 properties. (This is almost half what other real estate offices set) We intend to keep the properties well managed so we can provide that personal service that is required when managing a property. I started PropertyMyWay to make a difference in the industry & to provide the one on one personal service which I found was lost when too many properties are being managed by one office. I like to personally know the people that I deal with are happy with our system and services being provided.

Do you charge and enforce late fees should a tenant be in arrears?

No, late penalty fees cannot be charged because of the introduction of the revised legislation to the Residential Tenancies Act which took effect 1st July 2013. Our system notifies us when rents are due - however should a tenant fall behind in rent a form 1B termination notice for non-payment of rent is issued the two days after the due day (we make a personal Phone call and email the tenant before sending). There is a zero tolerance for late payments.

How often would rental income be paid into my account?

We pay all owners on the last working day of each month to your nominated bank account.

What happens if my property needs urgent maintenance?

Depending on the urgency - if it is electrical/Plumbing or gas we will arrange the contractor to attend immediately if it is life threatening & either an email or a phone call will be made to you directly after. If it's non urgent maintenance, you are contacted prior to any contractor being issued unless you have authorised us with a maximum spend per repair/maintenance.

How often are rental inspections conducted?

The first rent inspection is conducted 6 weeks after the commencement of a new tenancy. Subsequent inspections are carried out quarterly. You & your tenant are given copies of the routine inspection reports.



The PMW Team



Easy, Automated Property Management For YOU!

Who Are We?

The team at PropertyMyWay can be contacted using their contact details below, or by calling the office on 1300 77 62 62. If we don't answer we'll get back to you as soon as we can.



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