

How to guide

Preparing to lease your property

To help you ensure the best possible care for your investment, **Springfield Lakes Real Estate** and **Yarrabilba Property Management** have put together a quick checklist of important things to consider.

lendlease

We're here to help!

Yarrabilba and Springfield Lakes Property Management is part of the Lendlease Corporation, one of the largest and most experienced property groups in Australia. For over 50 years Lendlease has created beautiful communities offering more than just a place to call home. Lendlease is proud to create master planned communities where people can enjoy the most out of life.

Yarrabilba and Springfield Lakes Property Management operates exclusively in communities developed by Lendlease, which offers our clients unprecedented access to market information and ensures our level of expertise and knowledge are second to none!

Caring for your property

Your investment needs to be monitored and maintained on a regular basis. Here's a summary of our services and recommendations.

Inspections

To ensure your property is well maintained, we conduct routine inspections of your property, both internally and externally on a regular basis. We'll send you a detailed report and let you know if there's anything that needs your attention.

When a tenant vacates or a new tenant prepares to move in, we'll conduct entry and exit condition reports, with supporting photographs to confirm the details.

You're always welcome to inspect your property. Simply let our office know and we'll help arrange a suitable time for you to visit.

Good maintenance strategies

It's a good idea to attend to any maintenance issues as quickly as possible, to avoid further damage, loss of capital growth or problems leasing or renewing a tenancy agreement.

If there's a maintenance issue that isn't dealt with, your tenant may have the right to request a rent reduction. There's also the possibility of an injury claim that could be made against you.

You can trust us to attend to any maintenance promptly and according to your instructions. In the case of an emergency, when you are unable to be contacted prior for approval, action will be

taken immediately to minimise any chance of a liability claim against you.

We use trusted suppliers to conduct each maintenance request. All must complete an Appointment of Contractor form and supply us with copies of their Public Liability Insurance and Income Protection certificate of currency to protect you and your investment.

Pest Control

We recommend an annual pest and termite control treatment every year. You're liable for one pest control a year should it be needed – more if there's a problem with poisonous or harmful pests.

Smoke Alarms

Recent changes to legislation in Queensland specifies that every residence will need to be fitted with photoelectric, interconnected smoke alarms in all bedrooms, as well as hallways.

All houses being built or significantly renovated will need to comply with the smoke alarm legislation upon completion after January 1, 2017. All houses, leased or sold will need to meet compliance after five years and all owner-occupied private dwellings will need to comply with the legislation within 10 years.

Smoke alarms must be cleaned and new batteries installed at the beginning of each new tenancy and within 30 days of a lease renewal. We recommend a service provided by Smoke Alarm Solutions for \$79 per annum to ensure your property complies with legislation.

Safety Switches

By law, any home built after 1992 must have safety switches installed on power circuits and all new homes built must have a safety switch installed on both power and lighting circuits.

If you buy a property without a safety switch, you need to install a safety switch

for the power circuits within three months of the property transfer. This applies to any transfer of domestic premises including estate, family law and mortgagee transfers.

If you're selling, you need to establish whether a safety switch is installed for power circuits and declare this on the standard sales contract and Form 24 Property Transfer.

From 1 March 2008, owners of leased domestic residences must have a safety switch installed for the power circuit of the residence after a residential tenancy agreement has been entered into.

Swimming Pools

If your property has a swimming pool, we can provide advice on the legal requirements regarding safety, and local government pool regulations. We need a copy of the pool safety compliance certificate acquired from a licensed pool inspector to ensure the safety of the tenant and protect you legally.

It's a good idea to employ a company to check and maintain your pool on a monthly basis. Your tenant will need to pay for the cost of any chemicals required to maintain the quality of the water during their tenancy, which is set out in the special terms of the tenancy agreement.

We're here to help

With years of experience at managing and maintaining properties, you can trust us to assist you with all your investment property questions. Ask us for advice on how to best maintain your property.



BEFORE YOU LEASE

Obtain Insurance

A property is a significant investment. We advise that you take out the right insurance to protect that investment. These should include:

- Building insurance to protect your property
- Public liability insurance (we recommend not less than \$10 million)
- Landlord's Protection Insurance.

Shop around and compare policies to find the best insurances for your needs.

Know your best rental income

Our goal is to achieve the highest possible rent for you. We constantly review the achievable rent on your property throughout the year and we'll prepare a full current rent appraisal (CRA) to show you the maximum achievable rent for your property. Our expert knowledge of the local market, as well as our careful appreciation of the advantages your property has over others, means you'll have the best possible team working to realise the rent your property deserves.



Selecting a tenant

Choosing the right tenant for your property is not merely a case of ‘first come, first served.’ All your prospective tenants are assessed according to strict criteria, so we know who your applicant is, where and how they’ve lived and how they intend to pay the rent.

As a member of the Tenancy Information Centre of Australia (TICA), you can rest assured that we have access to a comprehensive database that provides information on tenants who have breached the terms of their agreement.

ANTI-DISCRIMINATION ACT

Our agents are bound by federal and state anti-discrimination laws and cannot agree to take discriminatory directions from property owners. The Anti-Discrimination Act 1991 says that it is against the law to discriminate against people because of their:

- family responsibilities
- sexuality
- gender identity
- sex (whether they are female or male)
- relationship or parental status (whether they are married, single, widowed,
- divorced, separated or living with someone as if they were married (de facto, including same sex de facto), and whether they have children or not)
- race
- age (whether they are young or old)
- impairment (whether they have or have had a physical, intellectual,
- psychiatric or mental disability, injury or illness, including whether they are
- HIV+, or use a guide dog, wheelchair or some other remedial device)
- religious belief or activity
- political belief or activity
- trade union activity
- lawful sexual activity (a lawfully employed sex worker)
- pregnancy or breastfeeding
- association with or relation to someone who has any of these listed
- attributes or personal characteristics

We do appreciate that it is your property and you make the final tenant selection, however, we must act in accordance with the law when processing all potential tenancy applications.

Managing financial arrangements

At both Springfield Lakes Real Estate and Yarrabilba Property Management, we offer convenient payment methods, a choice of disbursement options and the peace of mind that your rental income will be accurate and on time. And our zero tolerance to arrears means you can have the confidence that your investment is well cared for, at every level.

Easy rental payment systems

We offer tenants several ways of depositing rent directly into our trust account free of charge, including:

- Bpay
- internet transfers
- direct credit
- cheque
- money order
- EFTPOS payments directly at our office.

A bank statement is downloaded daily so we can receipt any rent payments made as soon as the funds are cleared into our trust account, ensuring our records are always up to date and accurate.

Arrears

We have a zero tolerance towards rent arrears. Tenants are contacted from day 1 of falling into arrears; a reminder letter is also sent should they fall more than 4 days behind with their rent.

We will also issue the appropriate notices to tenants according to the law, if required.

When they sign their General Tenancy Agreement with our agency, tenants are also required to sign an arrears

management acknowledgement, which ensure they understand our Zero Tolerance Policy towards arrears and our procedures.

Should at any time your tenant fall into arrears, here's how we'll proceed:

Days in Arrears	Action
1-3 days	Reminder SMS sent
4 days	Reminder SMS and Letter Sent
5-7 days	Reminder SMS and Phone Call
8 days	Serve 'Notice to Remedy Breach' (Form 11) allowing 7 days, plus 2 days postage to remedy the breach)
17 days	Should breach notice not be remedied – serve a 'Notice to Leave' (Form 12) Allowing 7 days, plus 2 days postage to vacate the premises
21-28 days	If the tenant hasn't vacated – urgent application made to the Small Claim Tribunal for Warrant of Possession

Fast and accurate rental payments

We understand that you rely on the prompt and reliable payment of your rental income. Your payments will be deposited directly into your account via electronic funds transfer within two working days of the transfer, either once or twice monthly – whichever you prefer.

Monthly payments are processed on the first working day of each month and mid-month payments are processed on the 15th of each month, or the following working day should the 15th fall on a weekend.

We'll also email you a monthly statement itemising income and expenses for the month. And you'll receive an itemised financial year statement at the end of each financial year for your tax records.



Water bills

Your liability for water charges depends on whether your property meets with the current 3 STAR WELS (Water Efficiency Labelling Scheme) requirements.

If it does, the tenant is legally responsible for the full amount of water consumption at the property. You'll need to get a plumber's certificate as proof of compliance.

If it doesn't, the tenant is responsible for excess water consumption at the property. That is, if consumption exceeds 200L per approved occupant, per day, as per council rateable period.

If you wish, we can pay your water rates out of your rental income. We'll automatically pass on all necessary charges to the tenant. If you prefer to pay the notice directly, please send us the second page of your rates notice so that we can invoice the tenants accordingly. The tenant is required to pay the issued invoice within 30 days and is payable by Cheque, Money Order or EFTPOS at our office.

Charges passed onto the tenants are for the state bulk water and tiered consumption portion of the bill only; the water and sewerage access charges are payable by you, the lessor.

Choosing the right agent

At Springfield Lakes Real Estate and Yarrabilba Property Management, we believe quality property management is essential to making the most of your investment. We encourage you to enquire about other agencies' services. Asking yourself these questions may help you decide which agent is right for you:

- How long has the agent been a Property Manager for?
- How long has the agency been established in the area?
- How many properties do they personally manage?
- How many properties does the agency manage?
- Do you have a high staff turnover?
- How many team members are on hand to assist with management operations, should my Property Manager be on leave or out of the office?
- Will I receive a detailed report after a routine inspection is carried out and will I be charged for these?
- How does the agent communicate with owners?
- Can I see a copy of an already completed entry condition report (form 1a)?
- Can I see a copy of the agency's arrears report for today?
- What is the rent arrears management procedure?
- How many times per week will my property be shown to perspective tenants when it is up for rent?
- Does an agent accompany perspective tenants to view the property?
- Should my property be vacant, what is done to attract tenants in an urgent matter?
- Does the agency charge for end of financial year statements?
- How often and when are disbursements processed?
- What is the current vacancy rate?
- What can they offer that another agency cannot?
- Do they provide all their fees upfront?
- If they are reducing their fees, why?
- Do you feel comfortable with them?

We feel confident we can help you achieve the best return for your investment, now and in the future.

GET IN TOUCH, CALL US TODAY:

Springfield Lakes Real Estate 07 3280 2200

Yarrabilba Property Management 07 3014 4509



YOUR TENANCY CHECKLIST

Here's a handy checklist to make sure you've met the necessary legal requirements as well as a few things to consider before your tenant moves in.

- The property is fitted and complies with QLD Smoke Alarm Legislation.**
- A Safety Switch for the Power Circuit is installed.**
- If your Property has a pool, make sure it meets current Government Regulations for fencing, CPR signage and water consumption/use and has a current Pool Safety Certificate.**
- The fibre cable connection is ready for use.**
- All locks are secure and operate effectively with keys.**
- All the minimum criteria for water consumption meet legislation requirements (If water consumption costs are to be passed onto the Tenant).**
- The Property provides adequate security to enable Tenant/s to obtain contents insurance for personal items.**
- Landlord Protection Insurance has been organised.**
- A final building inspection has been conducted with the builder before handover.**
If the Property is under a Builder's Maintenance Warranty, the Agent will endeavour to have the Builder attend to any defects/repairs required during the period. However it will remain the owner's responsibility to ensure items are followed up and rectified. Should the builder not attend to urgent/required items under the Tenant's Lease Agreement, then the owner authorises the agent to employ qualified tradespeople to attend to the requirement and the owner will seek reimbursement from the builder for payment.
- Keys for NEW HOMES:** A minimum of three full set of keys to the property, remote controls to garage and air conditioning units, plus all manuals to the property's appliances have been issued.
- Keys for EXISTING PROPERTIES:** One set for the managing Agent and one full set and access keys if applicable for each Tenant/s named as the lease holder/s under the lease agreement plus all manuals to the property's appliances have been issued.
- All windows and doors, including cupboard, doors can be opened and closed easily.**
- All corded internal window coverings comply with Trade Practices (Consumer Product Safety Standard – Corded Internal Window Coverings) Regulations 2010.**
- The premises and inclusions are clean and comply with local and state authority building regulations and to bond standard.**
- The carpet has been cleaned by a licensed tradesperson and a receipt has been supplied to the office for the job completed.**
- Cleaning instructions for specific items (e.g. solid stove hotplates) have been issued.**
- The annual pest control requirement is current.**
- Lawns and gardens are being maintained regularly (prior to tenant commencing the lease).**
- A 'pre-tenant' spot clean has been organised prior to a new tenancy.**
- In addition to the above, if the property being leased has been your home, then we suggest the following be checked:**
- Australia Post redirection has been organised.**
- Council has been notified of my forwarding address (if you have not directed our agency to pay the rates on your behalf).**
- Utility companies have been notified and accounts have been finalised.**
- Insurance company and mortgage holder have been notified of the changes to the occupancy.**






Springfield LAKES

SPRINGFIELD LAKES REAL ESTATE

1/26 Springfield Lakes Boulevard Springfield Lakes, QLD 4300

OFFICE HOURS ARE
 Monday to Friday: 9am - 5pm
 Saturday: By Appointment

belong at Springfield Lakes

springfieldlakes.com.au 1800 223 050

 facebook.com/myspringfieldlakes




YARRABILBA

YARRABILBA PROPERTY MANAGEMENT CENTRE

Located in the Sales and Information Centre
 Darrau Avenue, Yarrabilba Qld 4207

OFFICE HOURS ARE
 Monday to Friday: 9am - 5pm
 Saturday: By Appointment

belong at Yarrabilba

yarrabilba.com.au 1800 721 856

 facebook.com/myyarrabilba