

GREG HOCKING

The difference is experience.

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Why choose Greg Hocking Real Estate to manage your property?

Choosing the right agent to manage your property is an important decision. The most successful property management experiences are characterised by strong relationships between agent and landlord.

At Greg Hocking Real Estate, we believe our business is first and foremost about people. Our highly skilled property managers are not only experienced and knowledgeable in every aspect of residential tenancy legislation, they're also committed to providing first-class customer service that includes timely communication and effective administration.

Because we take a long-term view of our relationships with landlords, we apply the same thinking to our long-term approach to property management.

At Greg Hocking we're different. Our property management specialists are here to help you maximise your returns and minimise your risk.

Maximise your investment

- 1 Find the right tenant.
- 2 Make sure your agent has a professional marketing strategy.
- 3 Have accurate depreciation schedules drawn up by a specialist quantity surveying firm.
- 4 Make low-cost, high-impact upgrades to attract and keep quality tenants. A fresh coat of paint, new window furnishings, a dishwasher or reverse cycle air conditioner can make your property even more appealing.
- 5 Engage an agent with a planned approach to property management.

Don't trust one of your most valuable assets to a property manager who merely goes through the motions. Our experienced and proactive property managers are committed to protecting and maximising your investment.



Marketing your property

Attracting and retaining high quality tenants is one of the most effective ways to get the most from your investment.

We use proven, **cost-effective marketing tools** and channels to advertise your property to an audience of prospective tenants.

Key websites

Greg Hocking Real Estate maintains a strong online presence with Australia's highest performing real estate sites to ensure our rental properties receive maximum exposure.



Professional photography

First impressions count and for the majority of tenants, the first time they'll see your property is through images. We can engage a professional photographer on your behalf that knows how to frame an appealing shot and use light in a way that presents your property at its very best, your rental property will have a head start in the presentation stakes which will help attract high quality tenants.

← Amateur photography

↘ Professional photography



Tenant selection process

For lease boards

A prominent For Lease board is positioned on site at the property to attract local attention and provide contact details/inspection times for prospective tenants.

Express Alert

Using carefully targeted promotion via the Greg Hocking Express Alert system, tenants receive instant updates on newly listed rental properties in their chosen location that match their preferences. By immediately advertising your property to our database of prospective tenants we increase the likelihood of finding a quality tenant quickly and efficiently, thus minimising any vacancy periods.

Engaging relocation agents

Where applicable, our property management team will arrange for your property to be brought to the attention of relocation agents who can assist with finding corporate tenants from interstate and international locations.

Open for Inspections

We take the security of your property seriously and every Open for Inspection or private viewing is conducted by your Property Manager. No keys are handed over to prospective tenants.

Updates about the level of interest, number of applications received and any queries will be conveyed to landlords regularly.

Your Property Manager will carefully manage the tenant selection process from start to finish, reviewing every application, shortlisting recommended candidates and undertaking personal and employee reference checks. Using that information, your Property Manager will put forward the strongest candidate/s for the tenancy but of course, as landlord, the final decision rests with you.

Upon confirmation of the successful tenant, your Property Manager will draw up the lease agreement, complete a detailed condition report and lodge the bond with the Residential Tenancies Bond Authority.

Keys will be provided to the tenant only when all documents are completed, the lease is signed and bond and the first months rent have been made.



Managing the day-to-day

Regular inspections

To ensure your property is being well taken care of, your Property Manager will arrange to inspect the property three to six months after the start of a new tenancy. Full details of the inspection will be provided to landlords. Follow up inspections will be held every 6 months.

Processing rent

Our property management payment system ensures any late payments or anomalies are brought to the immediate attention of your Property Manager who will act swiftly to resolve the situation.

We encourage tenants to pay rent via electronic banking and we make monthly rental payments to landlords which are accompanied by a monthly statement itemising all activity for the month including any deductions (for example, owners corporation fees) that you have authorised. Payments will be made by direct deposit into your nominated bank account or by cheque.

At the end of each financial year, your Property Manager will provide a comprehensive financial statement that details the full activity of the year which can be used for taxation purposes.

Maintenance

All tenants are made aware at the outset of their lease agreement about the procedure for requesting maintenance and what events constitute emergency repairs.

Emergency repairs include electrical faults, damage caused by storms/floods/fires, blocked or broken sewerage systems, gas leaks and serious roof leaks. Tenants are provided with clear instructions as to the procedure and contacts for emergency repairs outside office hours. Landlords will be notified as quickly

as possible about the nature and extent of the emergency repairs. All non-emergency requests for maintenance made by tenants will be provided for your approval as landlord.

We have a strong network of quality tradespeople we recommend for all maintenance work.

Renewing leases and reviewing rents

Prior to the end of the current leasing period, your Property Manager will make recommendations about renewing the lease and will conduct an assessment of comparable rents in current market conditions to ensure your property is achieving its rental potential.

When the tenancy comes to an end

When the tenant gives notice of their intention to vacate, your Property Manager will arrange for a final inspection. They will finalise all payments, advise of any bond deductions and lodge all paperwork with the Residential Tenancies Bond Authority.

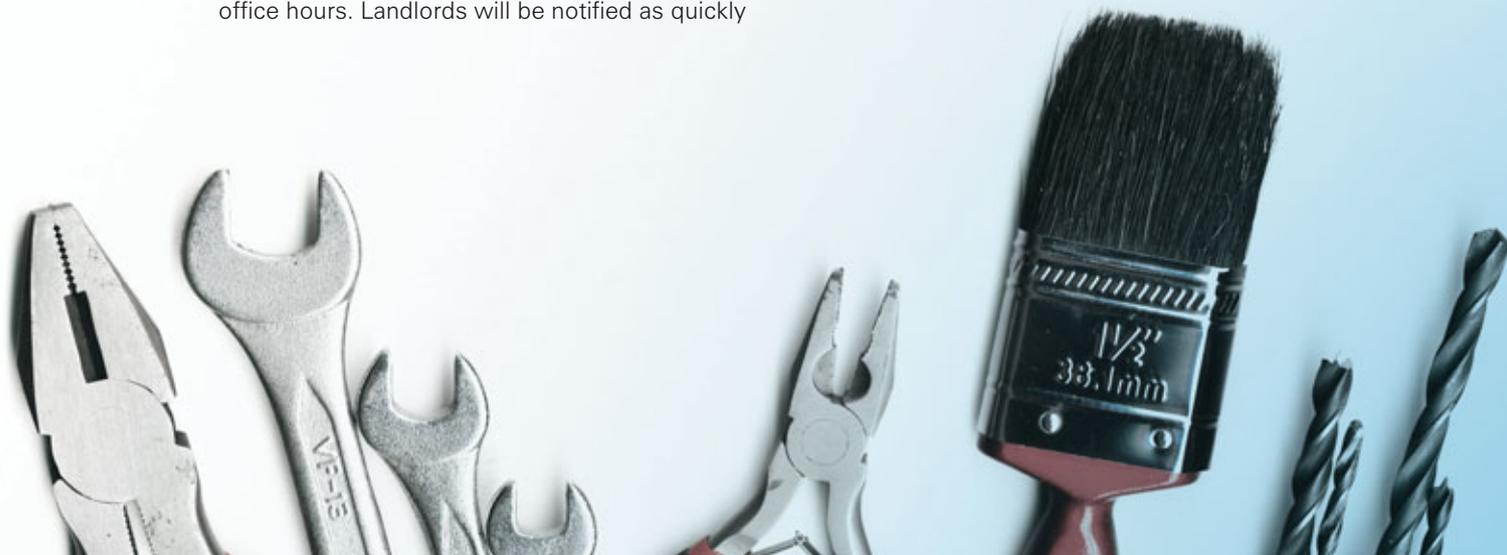
Every effort is made to minimise vacancies and your Property Manager will commence the re-leasing process after consultation with you.

Insurance

Landlord insurance is highly recommended and we suggest that all landlords contact their insurers to ensure appropriate coverage.

Smoke detectors

Smoke detectors must comply with Australian Standards AS 3786 - 1993 and be installed as outlined in the Building Code of Australia for the outgoing safety of occupants. We can arrange installation and an annual service of your smoke detectors to ensure your tenant's safety and your compliance with Australian Standards.



What our landlords say about our service

“Both myself and Kate have found the service provided by Greg Hocking Real Estate to be exceptional thus far, the courteous calls, emails and responses to our requests have certainly demonstrated the high quality of service provided by Greg Hocking Real Estate.”

If ever I have another investment property I will be sure to call upon you again and i wouldn't hesitate to recommend you to any other landlords.”

“I just wanted to say thank you for the way you have managed my unit for the past six months. It was great peace of mind knowing I had someone with so much experience and knowledge looking after it.”

“I have recommended Greg Hocking Real Estate to my family for the management of their rental properties and they too are extremely satisfied.”

“I would like to recognise the great job that Greg Hocking Real Estate does on a daily basis. They have a deep respect for the home owners they represents and their assets, and ensure their obligations to their clients are met on time, all the time.”

“I am extremely happy with the way you handled the leasing of my property. Within one week of meeting you, you successfully placed a tenant in the house. I could not believe that my house was snapped up in one week, after only one open house inspection.”

“Greg Hocking always makes it a point to check on my tenants and provides guidance on when rental increments are appropriate. As a result they are able to anticipate the likelihood of a tenant leaving and organises a new tenant as soon as possible. This certainly saves me from potential loss of rental income!”

“Your professional approach was my deciding factor in choosing to use Greg Hocking Real Estate as my managing agent. You were very prompt and organised at our first meeting. You were able to answer all my queries and I felt very comfortable. I have and will continue to recommend you to anyone looking for a professional and experienced agent.”



greghocking.com.au