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INTRODUCTION

Although Domain Real Estate NSW has been established quite recently, we have already made a name for ourselves as a high-profile office in the area. Our staff, each with a wealth of experience and knowledge in the real estate industry have been hand-picked to ensure that your property requirements are met with the utmost efficiency and professionalism.

A property purchase is the single most expensive investment most people will make in their lifetime. We here at Domain Real Estate NSW realise this and will make it our utmost priority to ensure that all your property transactions are carried out smoothly and with as little anxiety as possible. We strive to ensure that our clients achieve the highest return on their property whether selling or leasing.

Our prominent location at 544 Princes Highway, Rockdale enjoys a high level of exposure from passing trade. We are conveniently located in the heart of Rockdale and within only a few minutes walk to the train station, bus terminal and the popular Rockdale Plaza.

Did you know?

Our office is exposed to over 16,000 passing cars and people per day.



LEASING YOUR PROPERTY

Our property management team has rapidly gained a first-class reputation for client service.

We currently keep and maintain a list of prospective tenant contacts that are searching for a variety of properties for lease. Furthermore, we will actively commence re-letting procedures without delay and as soon as we are advised of your tenants' intention to vacate.

Both of these incentives enable us to minimise the vacancy factor and maximise the return on your investment.

If necessary, our office will compose and place advertisements in the local newspaper, *The Leader* to attract suitable tenants to your vacant property.



ADVERTISING

Advertising plays a major role in securing the right tenant for your property. All properties for lease are placed in our window display and on our rental brochure at reception. For security reasons, the full address will not be disclosed on our advertising material without your prior permission.

Newspaper advertisements are placed under agreement, in the St. George and Sutherland Shire local newspaper – *The Leader*, in either the Tuesday or Thursday edition of the property classifieds. For properties demanding a higher level of coverage, an advertisement in the Sydney Morning Herald can be arranged.

Depending on the location of your property, we will place a Domain Real Estate NSW **'FOR LEASE'** signboard at the front to attract passing trade. The sign will be removed promptly once a suitable tenant has been secured.



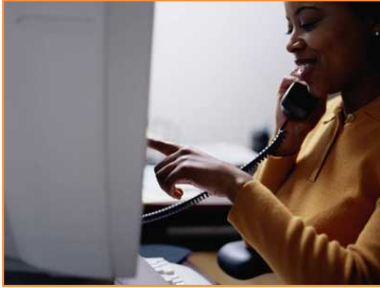
OUR WEBSITE – WORKING FOR YOU 24 HOURS A DAY, 7 DAYS A WEEK

Possibly the best medium to attract prospective tenants to your property is our website. Not only is your property made available to a worldwide market, it gives your agent more control in the selection process.

Currently we record an average of over 1000 hits per week, with this number growing rapidly each day. We have observed that a higher quality of tenant is reaching us through this hi-tech advertising medium.

If you are looking for a tenant to occupy your vacant premises, our property manager will take a digital photograph of your home, accompany it with a detailed description and place it on our website as well as the popular and widely used **Domain Real Estate & Justlisted** website.

Take the time to browse our website today at www.domainnsw.com.au, www.domain.com.au and justlisted.com.au to see the advantages of promoting your property through our vast advertising network. This service is FREE to all our landlords.



ASSESSMENT OF PROSPECTIVE TENANTS

It is the policy of our office to thoroughly screen prospective tenants before they are placed into any rental property. All prospective tenants wishing to lease through our office must complete our standard application form. Without this essential document a lease agreement cannot be entered into. Two of the most important references we require include employment details and previous rental history. The applicants' previous and current landlords/agents and employer are contacted for verification of these details.

Other information we require from all applicants include:

<i>Full Name</i>	<i>Occupation</i>
<i>Date of Birth</i>	<i>Employers' Address</i>
<i>Home, Work and Mobile Numbers</i>	
<i>Employer Contact Name/Number</i>	
<i>Drivers' Licence Number</i>	<i>Period of Employment</i>
<i>Car Registration Number</i>	<i>Income (Optional)</i>
<i>Present Address</i>	<i>Character References</i>
<i>Previous Address</i>	<i>Commencement Date</i>

Period of Occupancy at all Addresses All relevant details of Lessor / Agent

Completed tenancy application forms can be made available to landlords upon request to aid the tenant selection process.

In addition to our standard application form, our office has in place a 100 point identification system that requires prospective tenants to verify their identity by supplying a drivers' licence, passport, birth certificate, reference letter, utility bill or bank statement etc. This method is similar to the process involved when applying for a credit card. Copies off all these documents are kept on file and accompany the tenants' application form.

Our office also benefits from access to an Australia-wide tenant database that may alert our staff to tenants with an undesirable history. All these methods will help to ensure that your property is let to only suitable qualified tenants.

Did you know?

For shared tenancies, it is better to ensure each occupant is named on the lease agreement. This way, each party is equally responsible for the rent and condition of the premises.



ORGANISING BOND MONIES

For every new lease agreement that is entered into, Domain Real Estate NSW will collect a bond payment from the tenant on your behalf and lodge this with the Rental Bond Board. The amount held is normally equivalent to four (4) weeks rent, or six (6) weeks rent if the property is furnished.

The purpose of the bond is to secure you, the owner against any default by the tenant. At the end of the tenancy, the bond will be released to the tenant or perhaps the landlord, subject to property inspections and the complete fulfilment by both parties of terms outlined in the lease agreement.

Did you know?

Whether a tenant or agent makes a claim on a bond, the other party is notified in writing by the Rental Bond Board. Should a dispute arise over a bond refund, your property manager may be called upon by the CTTT – Consumer Trader and Tenancy Tribunal to prove entitlement to the bond.



RESIDENTIAL CONDITION REPORT & ANNUAL INSPECTIONS.

Prior to the commencement of each new tenancy, our property managers will thoroughly carry out a condition report of your premises. This is basically proof of the condition of the property before any occupants moved in. The report is completed in triplicate and 2 copies are given to the tenant to complete, sign and return to the office within seven (7) days.

The condition report is referred to at the end of the tenancy when the current condition of the premises is compared against the initial report. Any new findings, if any, are recorded and dealt with accordingly.

Property managers in NSW are required under law to carry out at least one (1) inspection on their managed properties per year. We feel this to be insufficient to effectively manage your property, so as part of our service, we will carry out two (2) routine inspection reports on your property every year. Not only will this prevent your property from falling into disrepair, but will give a concise indication of the level of care that is being maintained by your tenant.

A typed report will be sent to you accompanied with a summary of repairs and maintenance that may be required.



PROPERTY MAINTENANCE

The prominent position of our office has attracted several contractors offering their services. All of our tradespeople are reputable and hold current licences in their field of expertise.

This enables our company to provide our clientele with a high level of workmanship at competitive rates. Of course, if you are fortunate enough to have a licensed plumber, electrician or handyman in the family and you prefer to use their services, please be sure to let your property manager know when signing your Managing Agency Agreement.



CONTROL OF AREARS

One of the greatest setbacks that can occur through bad management procedures is when a tenant falls behind in their rent. Not attending to arrears as soon as they become a problem can cause serious financial burden to investors and may damage the reputation of an agent.

Our arrears system has been structured to alert our property managers as soon as a tenant fails to pay rent. Tenants are contacted immediately by telephone and are sent a follow-up letter, warning of the consequences of failing to pay rent on time. If necessary, we will approach the tenant in person.

If your tenant happens to fall in arrears, we will contact you immediately and keep you informed of any outcomes on a regular basis.

Our aim is to look after your interests as a landlord and mitigate any loss in rent. As a further safeguard, we encourage tenants to pay rent at least one week in advance.

Did you know?

A termination notice cannot be served on a tenant for non-payment of rent until they are 14 days in arrears, at which time, a further 2 weeks notice must be given.



LANDLORD INSURANCE

Whilst an agent or landlord can take all possible and reasonable precautions when selecting a tenant, damage or loss may still occur in the case of an unforeseen event taking place, such as divorce or sudden loss of employment (just ask anyone who has worked for companies such as One.tel or Ansett).

You may think that the bond paid by each tenant is sufficient to cover such unfortunate circumstances. The true reality is that the bond will only offer limited protection and will rarely cover the cost of major damage.

The powers of the Tribunal are also limited. Financial losses caused by a tenant's failure to pay rent or malicious damage can seldom be recovered.

By now you must be having second thoughts about leasing out your premises. Never fear, help is on the way. As previously mentioned we will exercise our best endeavours to ensure that the right tenant is selected for your property. As rent default is becoming more of a growing concern we strongly recommend that you take out landlord insurance.

The Real Estate Institute now provides cover for property owners searching for preventative relief against such unfortunate experiences. Not only does the company offer very low excess rates, but a low, tax deductible premium as well.

Included in this package is a brochure from REI Insurance Brokers. If you would like to know more about this highly recommended service, please see one of our property managers for more information.



ACCOUNTING PROCEDURES

Our accounting systems for both property management and sales are fully automated enabling us to deliver prompt and reliable information to our clients. Our property management software streamlines tasks such as rental collections, disbursements and payment of accounts.

All tenants are able to pay their rent by direct deposit into our trust account. Funds are drawn and disbursed electronically to landlords at the end of each month and are followed by a monthly statement, detailing all financial transactions made during that period.

Additionally, a complete summary of income and expenditure will be sent to each landlord at the end of every financial year to assist income tax calculations.



THE GST & YOUR PROPERTY

The introduction of the Goods and Services Tax on 1st July, 2000 brought with it some changes to management and lease fees that are normally charged by agents. Contrary to popular belief, it is considered illegal to charge GST on residential rents, however, some of the services charged on the implementation and maintenance of leases do attract GST.

Our systems have been designed to cope with the changes brought about by the new tax system so that our service can remain efficient and reliable.



FEE STRUCTURE

Outlined below is our competitive fee structure for managing a residential property. All quoted prices are **including** GST and are tax deductible.

Ongoing Fees

- Management Fee 5.5% of gross rent collected
- Sundries (telephone calls, postage) \$3.30 per month

One-off Fees

- Finding & Securing Tenant: 1 week rent for 6 month lease
- Lease Preparation Fee: \$16.50
- Lodgement of Tribunal Order: \$30.00
- Service of a Notice or Summons: Nil
- Tribunal Attendance/Summons \$40.00 per hour

Fee Free

Unlike some other agents, we do not charge for the following items. They are all part of our service:

- Rent Re-negotiation ***With Our Compliments***
- Collection & Payment of Rates & Levies ***With Our Compliments***
- Arrangement & Supervision of Repairs ***With Our Compliments***
- 'For Lease' signage ***With Our Compliments***
- Inspection & Condition Reports ***With Our Compliments***
- Internet Property Advertising ***With Our Compliments***



Property Management Presentation

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Sash

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... Dominating the Market



PERRY THEO PROFILE



Education:

Licensed Real Estate Agent, TAFE Lecturer

12 Years Experience

With experience in Real Estate spanning over 12 years, Perry's devotion to his clients has made him one of the most reliable and trustworthy Agents in the area and a valuable asset to our company.

From his early beginnings as a property manager at Strathfield, Perry has risen rapidly through the ranks and is today Director & Licensee of Domain NSW.

He also takes pride in sharing his vast knowledge at St. George TAFE, where he lectures in Real Estate.

EXPERIENCE:	Boulevard First National	Director: Richard Horwod
POSITION:	Property Manager & Sales Trainee	
EXPERIENCE:	Winter First National	Director: James Doncas
POSITION:	Senior Property Manager & Sales	
EXPERIENCE:	Domain NSW Real Estate	Director: Alex Tehfe & Perry Theo
POSITION:	Director and Sales	