



Property Management Services



A N C O R A

PROPERTY GROUP

ancoraproperty.com.au



About Us

Experience the difference

We have 20+ years of experience in our rental department - our dedicated property managers provide personalised services to our clients. When it comes to managing your property portfolio, nothing is more powerful than experience and knowledge. We offer a transparent & straightforward property management approach, enabling our clients to have a 'stress-free' property owning experience.

We take care of every aspect of managing your rental property so that you can be free to focus on the more important things in life. Our Property Managers look after a smaller portfolio, thus allowing us to give your investment greater attention and service as well as deliver quicker results. You will also have the benefit of one contact person for the whole process. Further, we believe that a successful relationship is based on communication. Therefore we make it a priority to keep you informed throughout the entire process.

We service Melbourne metro and parts of regional Victoria.



For a Stress-Free Property Management Experience



Switch to
**ANCORA PROPERTY
GROUP Today!**

- A minimum vacancy period
- A reliable renter
- Regular feedback
- A smooth tenancy
- A well maintained property



We believe that an investment property should not be regarded as simply a source of rent, but as a valuable and appreciating capital asset.



Managing your Rental Property

- We understand that your investment property should be regarded as a valuable and appreciating asset, not just a source of rent.
- We have highly trained and knowledgeable staff to select the best renters and navigate the legalities for you.
- We recognise the importance of monitoring and managing your rental property to enhance its ongoing appreciation while maximising your short term returns.
- We'll provide you with regular and pertinent feedback on your property.
- We have structured well defined systems to provide a consistency service and deal with any problems quickly and efficiently.



Property Management

Buying a property as an investment is still one of the best investments you can make, but the difficulties of renter selection and the day - to - day management challenges deter many prospective rental providers.

There are so many time-consuming and complex issues

➤ **Selecting renters**

➤ **Rent collection and inspecting the property on a regular basis**

➤ **Setting rental income to attract good renters and ensure a fair return**

➤ **Who is responsible for the routine maintenance**

➤ **What are your obligations under the Residential Tenancies Act**

By placing your property in the hands of ANCORA Property Group you will receive a total property management service which will protect your investment, secure your return and free you from the hassle of inspections, maintenance checks and chasing rental payments. We tailor individual management to suit your property as well as the level of involvement you wish to retain in the ongoing management of your property.



Choosing your Property Manager

When deciding on the most suitable agent to lease your property, it's important you go beyond the lure of a high rental rate and assess their ability to manage and protect your investment.



Price

An agent should be able to substantiate the proposed rental price by showing you comparable properties they currently manage and those recently leased in your neighbourhood. While it sounds promising to hear a high price on your property if it can't be justified, the chances are it will remain vacant resulting in loss of rent.



Experience

It is essential that an agent has extensive experience in leasing and managing residential property. Experience is a key factor to ensuring your property optimises its return.



Qualifications

The level of dedication can be easily assessed by viewing the agent's qualifications and the interest to maintain a high level of professionalism. It takes regular training to keep up to date with market trends and should be highly regarded.



Fees

Rental providers should not necessarily use the agent who offers the lowest fees and commission. The fee should be compared with the level of service and expertise provided. With agents fees being tax deductible the benefits of negotiating will be minimal while the compromise of service could not be greater.

Choosing an agent is an important part of your investment and should take a lot of careful consideration. You must be comfortable with your choice and rely on the professionalism of your agent to protect your valuable asset.

Finding the Right Renter for your Property

- ⇒ **Effective, targeting marketing to find the best renter, minimising the vacancy period and maximising your return.**
- ⇒ **A quick response to all enquiries about your property.**
- ⇒ **Thorough reference checks.**
- ⇒ **Prompt organisation of property inspections for prospective renters.**
- ⇒ **Meeting with selected renters.**
- ⇒ **Final renter selection through consultation with you, the rental provider.**

Inspection By Prospective Renter

When a prospective renter wishes to inspect a property, we adopt the following procedure:

- ⇒ **If the property is still occupied our Property Manager ensures an appointment time is arranged to access the property for inspections.**
- ⇒ **Where the property is vacant an inspection is arranged with the prospective renter as quickly as possible.**

By spending time with prospective renters we are able to understand exactly what their needs are in a rental property. This ensures that the renter we recommend for your property is more likely to result in a stable leasing period.

Never, under any circumstances, are the keys handed out. All inspections are personally carried out by one of our Property Management staff. The security of your property is our highest priority.

A New Renter

- Final renter selection is made in consultation with you, the rental provider, after thorough reference, employment and income verification checks are carried out.
- A detailed accurate condition report is prepared including around 300+ photos before the renter moves in.
- A security deposit is collected and lodged with the Residential Tenancy Bond Authority.
- A formal sign-up procedure is carried out explaining all documentation and our expectations as managing agent. Helpful information - such as government booklet Renting - your rights and "responsibilities" is provided to each renter.
- The keys are not provided to the renter until all the above steps have been completed.
- A copy of the lease is forwarded to you for your records.

Tenancy

- A choice of rental payment methods are offered to the renters to ensure that paying rent on time is an easy process.
- Our system picks up any late payments and the renter is immediately contacted to request for payment.
- Formal notice is served on the renter for arrears. You, as the rental provider can ask to be consulted on this step as there are a variety of options - including payment plans, eviction etc. that are available.
- Rental statements are issued regularly. Funds can be deposited into your account.
- Routine inspections on your property are conducted after the first 3 months followed by every 6 months in accordance with the Residential Tenancies Act. At this time we report on the general condition of the home, any maintenance that may be carried out, how well the property is being maintained and any other information we consider relevant to a trouble free investment.
- Lease renewals are followed up in an effort to secure ongoing tenancies and avoid any vacant periods in your property.

Repairs & Maintenance

Prompt attention to legitimate repairs and maintenance can be the difference between disgruntled and happy renters. It is also a vital part of maintaining the value of your property and achieving the best rental return.

We have a team of reliable, competent trades people who are adapted at liaising with renters and rental providers (if required). However we are happy to use any specific tradespeople you may prefer.

We recommend that you give us the authority to spend up to a pre-determined amount on repairs without reference to you to allow us to attend to urgent repairs immediately.



The Residential Tenancies Act provides for up to \$2500.00 on certain urgent repairs without prior approval from the rental provider, however we ensure that the renters contact the office before any repairs have commenced and we will make every attempt to contact you and request your instructions.

Managing your Property

Rental providers are informed when renters have given notice to vacate. The rent is reviewed and the property is marketed to minimise the vacancy rate.

Rents are reviewed using current market trends, information on similar rental properties in the area, vacancy rates etc. All reviews are done in consultation with the rental provider.

An end of tenancy inspection is organised to deal with any issues regarding the condition of your property before the bond is returned.



Managing the Legal Aspects

We keep abreast of all changes to government's legislation as well as receiving updates from industry bodies including VCAT, Office of Fair Trading and the Business Licensing. We can advise you on the effects any changes in legislation will have on your investment property.

We are thoroughly conversant with all aspects of the Residential Tenancies Act and the workings of the Victorian Civil and Administration Tribunal (VCAT) and are qualified to serve notice and represent you at VCAT.

Tribunal hearings are similar to a court of law, they base their decision on the accuracy and reliability of documentary records supplied by the applicant and the ability to prove their claim in a professional manner. Many rental providers have suffered loss in the past through their agent inability to prove their claim.





Marketing your Property

- We recommend erecting a “FOR LEASE” board on your property. This lets people living locally know that your house is available. We often find that family and friends of neighbours are looking for rental accommodation close by.
- Complete lists of all available rental properties can be downloaded from our website.
- Prospective renters visiting our office are provided with a list of properties available for lease. Our rental lists are also handed out at all open for inspections.
- Your property will be listed on several websites to ensure your property is targeted to a range of prospective renters.



Our service

Leasing

- ⇒ Provide an accurate rental appraisal on your property.
- ⇒ Give regular updates of progress in securing a suitable renter.
- ⇒ Advertise full details of your property on our rental list and, if it's an executive style property, with relocation agencies.
- ⇒ Organise advertising of your property on a range of internet sites.
- ⇒ Erect a for lease board on the property (with your agreement).
- ⇒ Prepare a comprehensive condition report, including digital photos.
- ⇒ Personally escorting prospective renters to view the property.
- ⇒ Thorough checking of references in the selection of a suitable renter.
- ⇒ Prepare leases in accordance with the Residential Tenancies Act.
- ⇒ Lodge the security deposit with the Residential Tenancies Bond Authority.

Managing

- ⇒ Qualified and credentialed staff managing your investment.
- ⇒ Regular rental statements detailing all income and expenditure via email and an annual statement for taxation propose.
- ⇒ Payment of water and council rates on your behalf where requested.
- ⇒ Payment of other expenses relating to the rented property (where requested) – e.g. rental provider protection insurance.
- ⇒ Organisation of qualified tradespeople to attend to maintenance where required.
- ⇒ Thorough periodic inspections of your investment property with written report, covering all aspects of the property.
- ⇒ Prompt attention to rental arrears.
- ⇒ Appropriate action through the Victorian Civil and Administrative Tribunal where required.
- ⇒ Bond inspection upon the renter vacating the property.
- ⇒ Attention to any breach of lease agreement or body corporate guidelines.





Contact our
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