



Grow&Co
PROPERTY AGENTS

INVESTOR GUIDE

Existing Homes
Property Management

OUR PROPERTY MANAGEMENT SERVICES



At Grow&Co Property Agents we specialise in the management of new build and off-the-plan rental accommodation and understand what is truly important to you; achieving the best quality tenant within the shortest period of time at the highest possible rental amount.

We understand that the needs of investors who are embarking on a journey of wealth generation through property are very different from other landlord types. The leasing and management of a newly constructed home is a specialised field that requires close attention to detail in order to maximise returns including:

- Building defects, warranty periods and maintenance
- Accurate record keeping for tax accounting
- Strong tenant vetting and screening
- Up to date market information
- Minimising any vacancy periods
- High level advertising and marketing
- Transparent and effective communication

Grow&Co Property Agents believe that the management of your property should be a positive, profitable and enjoyable experience. We strive to combine fresh ideas and innovative research with years of valuable experience to provide you with the best possible service and advice.

We place a particular focus on communication, technology, legislation and delivering a professional, friendly client experience all with a clean, green and environmentally conscious attitude.

Grow&Co Property Agents

Grow&Co Property Agents are building a real estate experience for our tenants and landlords like no other.

Our view is entirely different to any other real estate agency in South East QLD. We don't run large numbers of clients, but rather prefer to run a much smaller, high performance property management team who specialise in the management of new build and established homes. We care about our landlords and tenants, and understand that you do not want to be treated like just another number.

Our award winning team has over 17 years experience in Property Management. We only work with the most sophisticated real estate software in the industry as our aim is to outperform all of our competitors by offering the most effective means of communication with clients.

Grow&Co Property Agents are green to the core - we are conscious of our environment and adopt sustainable business practices wherever we can. Let's grow together and keep our planet green!

OUR VISION



GROWING WEALTH



GROWING RELATIONSHIPS



GROWING YOUR PORTFOLIO



GROWING INNOVATION



GROWING SUSTAINABLY

STEP 1:

GETTING YOUR PROPERTY RENTAL READY

We pride ourselves on ensuring that tenants leave properties as they find them.

To ensure that tenants are able to leave the property in an excellent condition, property owners must ensure that they have their property 'rental ready'.

The following pages will guide you through the process for ensuring your property is rental ready and that all of your obligations as an owner have been met.

THINGS YOU NEED TO BE AWARE OF

The Legal Requirements

The Residential Tenancies and Rooming Accommodation Act states that while a tenancy continues, the lessor:

- Must maintain the premises in a way that it remains fit for the tenant to live in
- Must maintain the premises
- Must ensure any law dealing with issues about the health or safety of persons using or entering the premises is complied with
- If the premises includes a common area, this area must be kept clean

It is important for lessors to understand that if they supply an inclusion such as a dishwasher or air-conditioner in the property when a tenancy commences, they must maintain it throughout the entire tenancy.

Insurance Cover

The following insurance coverage is required on your property:

- Building
- Contents (this covers items such as blinds, carpets, and internal inclusions)
- Public Liability (a minimum of \$10,000,000 cover is required)
- Landlord Insurance

Smoke Alarms

There is a legal requirement in Queensland for owners of rental properties to have all the smoke alarms in a property tested prior to a tenants lease commencing or renewing.

To minimise the risk against you as the property owner, our company policy is that all properties are to be checked by a professional. Under an annual agreement, your smoke alarms can be tested as many times as you require.

Getting Back Water Costs

The Queensland tenancy law allows an owner of a rental property to recoup the cost of water consumption from the tenant provided the property meets certain criteria.

From Your Tenant:

- The property MUST be individually metered
- Where the property doesn't meet a 3 star WELS rating, the owner must supply a 'reasonable' amount of water before asking the tenant to pay for any consumption
- Where the property meets a 3 star WELS rating, the property owner has the ability to charge the tenant for all water consumption costs provided the property has a water compliance certificate issued by a plumber.

Corded Window Furnishings

All premises which are leased/rented must comply with The Trade Practices Mandatory Safety Standards in relation to any corded window covering including Vertical, Venetian, Holland Roman Blinds, and Curtains as well as any fitting containing cords such as Curtain Rods and Tracks.

Pool Safety

If your property includes a pool, whether unique to your particular property or shared with other properties, you must ensure that there is a current Pool Safety Certificate available to give to the tenant when they sign their lease.

Gas Compliance

Properties that have gas appliances will either require a connection to the mains lines or delivery by bottle. In the case where the home is supplied by bottled gas, you will be required to provide a copy of a Gas Compliance Certificate to your tenants. If your home is new, this will be supplied by the builder. If you do not have a gas compliance certificate, our agents can make arrangements on your behalf.

NBN

As a newly constructed home, the NBN phone line infrastructure will not yet be installed, connecting your property to the network. Under the act, the Landlord must provide a phone line which now comes in the form of the NBN under the essential services terms and conditions of the Residential Tenancies and Rooming Accommodation Act. Once the tenant has selected a provider, Telstra will install the conduit from the street to your property and the cost of doing so (approximately \$300) will be refunded to the tenant from your rental income.

STEP 2:

MARKETING YOUR PROPERTY

One of the most important factors involved in property investment is effective marketing.

In this contemporary real estate industry, there are more methods of marketing than ever before and it's important to know what is available for you to strategise a marketing plan. At Grow&Co we have our own expert marketing specialists who can expose your property to the widest possible number of prospective tenants to ensure you get the most out of your investment.

Pricing Your Property

Intimate knowledge of the local market combined with access to the most sophisticated Real Estate Analysis and data collection software allows us to accurately determine the likely rental return of your property.

Your Grow&Co agent will make comparisons to other recently leased homes in the area and provide a full report to you in the form of a Rental Comparative Market Analysis. We also recognise that it is important to balance our client's expectations against the market, and of course in doing so attempt to obtain the highest possible return for your property.

By uniting your financial goals with our knowledgeable and honest approach we are able to consistently achieve above average rental yields for our clients within the shortest possible time.

How We Promote Your Property

At Grow&Co Property Agents we have our own marketing division to ensure we can expose your property to the widest possible number of prospective tenants. We have an innovative online booking system that allows tenants to register for inspections 24 hours a day / 7 days a week from anywhere in the world. This has helped us to build a vast database of 'tenants waiting' to lease your rental property.

Our specialised services extend all across South East Queensland with the ability to service your entire property portfolio under the Grow&Co management umbrella.

STEP 3: MANAGING YOUR PROPERTY

At Grow&Co we take care of it all for you.

We understand that most property owners rely on the rent to pay their mortgage, so this is not something that we take lightly. From selecting the right tenant to property maintenance, inspections, arrears, rent reviews and even accounting. We leave no stone unturned to ensure you get the best out of your valuable investment property.

Selecting The Right Tenant

Our leasing consultants find the best tenants for your valuable investment property by assessing their ability to pay the rent and care for the premises. A careful selection system is vital during this important process as the quality of the tenant impacts on financial results.

Our detailed screening process aims to establish that tenants can meet the responsibilities of the General Tenancy Agreement. Our general selection guidelines include stability of employment and/or income and verifying the tenant has the ability to maintain your investment property to the highest standard required by Grow&Co property managers and the law.

We will keep you informed of all applications so that you can take part in the selection process. As a member of the Tenancy Information Centre of Australasia (TICA), we are able to access any reported negative tenancy history. The centre has proven invaluable in cases where a tenant has chosen not to disclose correct information on their application.

Maintenance

A well maintained property can maximise your investment return as well as the capital asset value of the property. Neglect of minor repairs can often lead to major expenditure and loss of a good tenant.

At Grow&Co Property Agents our software allows instant maintenance reporting via a cloud based application ensuring that compliance and legal standards are adhered to at all times. Property owners and tenants are notified by way of email at every step. We can also ensure that

problems are resolved quickly by using qualified tradespeople and at a very competitive price.

Inspections

Regular inspections are a major part of how we care for your property, ensuring that you achieve continual occupancy and maximum return.

Prior to each tenant's occupancy, a condition report is prepared which thoroughly details all aspects of the property including any inventory and photos (if applicable). The first routine inspection is conducted 3 months after the tenant moves in so that any issues can be detected early and resolved. Our regular routine inspections ensures that the condition of the premises is monitored and that compliance is ensured, as well as checking that tenants comply with all the terms and conditions of the tenancy.

Following each routine inspection, you will receive a comprehensive report on the overall condition of the property including photographs.

Arrears

Arrears management is a daily task for our property managers. Strict guidelines and procedures are followed to ensure that all rental monies are paid on time and with ease.

We understand that most property owners rely on the rent to pay their mortgage, so this is not something that we take lightly. We spend time with all prospective tenants during the sign up process, educating them about their responsibility to make their rental payments in line with the legislation and our company policy.

We have a zero tolerance for arrears and will always keep our clients informed about any issues early and propose prompt and effective solutions.

Rent Reviews

We want your investment to work for you, this is why your tenancy agreement is closely monitored to ensure you gain full advantage of current rental market trends.

Our property managers constantly monitor the rental market and review rental amounts prior to the expiration or renewal of each tenancy agreement. This allows us to apply increases in-line with the current market demands ensuring that the yield from your property does not lag behind its potential.

Accounting

We ensure that rent payments are forwarded to you promptly each month (or even twice a month if you prefer).

Each month, we prepare and forward to you an itemised rental statement detailing all rental income and payments made on your behalf.

Copies of invoices are attached and your funds are deposited into your nominated bank account. All documentation is emailed (or can be sent in hard copy if requested) however we are an eco-friendly agency and prefer to keep our office paper free.

Council rates, body corporate levies and insurance policies are just some of the accounts which can be paid on your behalf from received rental monies at no extra cost to you. This helps many of our clients at tax time as income and expenses are summarised into one annual statement which can simply be forwarded to an accountant. Naturally, you can pay them directly yourself if you prefer.



OUR
TEAM



BEN JORGENSEN

Principal Licensee / General Manager

Passionate and professional; two simple words that describe Ben Jorgensen’s strong commitment to achieving only the best results for his clients.

Rising through the industry over past 12 years, Ben has held almost every property management position, from entry level leasing and administration through to property manager, new business manager and most recently a team leader of a successful property management team.

Using his thorough and full understanding of all aspects relating to successfully investing in and managing, property, Ben is committed to increasing his clients wealth by providing years of accumulated knowledge and intimate local market advice. With this lengthy real estate industry background, Ben brings strong customer service skills to his clients and has been awarded on many occasions.

Ben’s role as Principal Licensee/ General Manager allows him to provide peace of mind and market advice that makes a real and positive difference to investors. His helpful, approachable and professional nature is well received by all clients and has led to an impressive level of referral and repeated business. This part of Ben’s career gives him a great sense of accomplishment, knowing that he delivers exactly what his clients want.



TULIO FONTES

Director / New Client Manager

With a strong background in marketing and advertising, Tulio draws upon these skills when it comes to his real estate career, successfully negotiating and securing the best results for his clients.

As a long term property investor with full and comprehensive knowledge of all facets related to the property industry, Tulio understands that investors simply want a stress-free experience and has delivered this time and time again.

Opening his own business Grow&Co Property Agents in 2018, Tulio is now able to instill his passion and drive throughout the business and to form the foundation of every single transaction. Tulio prides himself on delivering only the best results for his clients.



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