

HOLMES | ST. CLAIR



Property Management Information Guide



TRUSTED PROFESSIONALS

Expert advice

Tailored approach



Holmes St Clair is an independently owned and operated real estate agency situated on the Lower North Shore of Sydney. The company operates under the directorship of industry professionals Robert Holmes and Sean St. Clair.

Our experienced Property Management team brings a wealth of knowledge across all aspects of real estate. Every member of the team is dedicated to providing the very best service through an honest, personalised and proactive approach to property management, ensuring both landlords and tenants feel supported at every stage.

Choosing to have our team manage your investment property is a responsibility and privilege that we do not take lightly. It is our complete focus to ensure the entire

process is both personal and professional. You will be welcomed with a full property hand over by our experienced Property Manager and have the peace of mind that the company directors, Robert and Sean, oversee all procedures, ensuring your investment goals are met, are exceeded at all times and under the Residential Tenancies Act of NSW.

As an investor, you can also utilise our Advisory Service, which enables you to access information and advice on all aspects of your investment property and how to achieve maximum value.

CARING FOR YOUR INVESTMENT

- ✓ Regular inspections
- ✓ Personalised approach
- ✓ Detailed owner reports
- ✓ Attention to detail



Upon securing a successful applicant for your property, a comprehensive Ingoing Inspection Report is compiled by both our Senior Property Manager and the incoming tenant. This process includes extensive property photography, comments and descriptions of fittings and finishes to establish the condition of the property before the tenancy commences.

Routine inspections throughout the term of the tenancy are mandatory and conducted periodically throughout the tenancy to ensure compliance with conditions of the lease. This process

ascertains if repairs are required and to check for possible damage or unapproved alterations to maintain the integrity of the property and protect your investment for the life of the tenancy and into the future.

A copy of each report is provided to you after each routine inspection. Should there be any issues concerning the property either at the inspection or any other time during the tenancy, you will be immediately advised, and the appropriate action taken.

FINDING YOU THE RIGHT TENANT

Our focus on property marketing is being pro-active, cost-effective and making sure we introduce your property to as many suitable tenants as possible, ensuring the best return and minimal vacancy to your investment.



Our agency is recognised as industry leaders in the property marketing field, having been awarded by the Real Estate Institute of NSW, as a finalist in 2016 for the property marketer of the year category. We take great pride in ensuring our commitment to excellence is evident in every area of property marketing and promotion.



Our trusted partnerships with leading marketing agencies allow our clients to tap into and explore cutting edge photography, virtual property tours, videos, floor plans and more, all designed to showcase your property to its full potential.



With a considered approach, we target the advertising of your property on leading industry websites, promote directly to our extensive database, social media promotion of your property, and localised marketing to ensure maximum impact.



Our team then coordinates viewings where prospective tenants can inspect the property by appointment at their preferred time or one of our regular weekly scheduled open homes. It is at this stage; all applications are discussed with you to find the most appropriate tenant for your property and one who meets the criteria.

TENANT SELECTION



Application

Once we have a shortlist of applicants who have completed the application form (and best-case scenario we have several exceptional candidates to choose from) our screening process determines proof of identity, employment status and financial viability.



Verification

Information on the application form is thoroughly verified, including personal and employment references.



Tenant History Check

Tenancy history checks are a vital part of the process as Property Managers for prior tenancies are in the best position to confirm an applicant's suitability, including payment history, maintenance and general conduct.



Choosing your tenant

We will discuss all applicants with you directly, give you our recommendations; however, ultimately allow you to have the input on your preferred applicant.



Caring for your investment

We value our tenants as much as we do our landlords. After all, we're managing their tenancy on your behalf. Ultimately, it's essential your property feels like their home, so they respect and maintain the property as if it were their own.

RENTAL PAYMENT, STATEMENTS & RECORD KEEPING

You have the option of receiving rental payments monthly or twice monthly by direct deposit to your nominated account. Statements detailing income and expenses are compiled and forwarded to you by email each month and at the end of every Financial Year.

You will also receive an income and expenditure report at the EOFY which you can provide straight to your tax accountant.

In terms of diminishing value or depreciation of the property, you may be eligible to claim for items of which you were not even aware. Any missed tax benefits can be claimed for up to two years. Tax legislation can be a financial minefield, but with the right advice and guidance, we can certainly point you in the right direction. Once again, our Advisory Service is there to help at any time.

You can also log in to our secure online portal at any time to view your statements together with condition reports and other information relevant to your investment.

- ✓ Professional reporting and statements
- ✓ 24/7 account access
- ✓ Strata, council and water bill payments
- ✓ Rental funds paid out to suit you

HOLMES & ST. CLAIR
1/30 Wollington Road, Cross Keys, NSW 2085, AUSTRALIA
Ph: 02 9966 8888 Fax

Income & Expenditure Summary

Date: 1/1/2020 to 31/3/2020 From Statement: 22 (30/06/2020)
To Statement: 22 (31/07/2020)

Additional Fee (00.352)

	Debit	Credit	Total
Opening Balance			\$0.00
Owner Contributions			\$0.00

Residential Properties

6/122 Wollington Avenue, Cross Keys, NSW 2085
Property Name: Residential Part

Property Expenses

Administration Fee
+ GST
Residential Management Fee
+ GST
Water Rates

Owner's Payments

Additional Fee

OWNERSHIP STATEMENT #30 - Cheryl Sutherland

Statement Period: 1/1/2020 - 31/3/2020

OWNERSHIP ID: 00
OPENING BALANCE: \$0.00
CLOSING BALANCE: \$0.00
CONTRIBUTION PAYMENT: \$0.00

TAX INVOICE

RENT INCOME SUMMARY FOR PERIOD

Property	Tenancy	Start Period	End Period	Effective Date	Rent Payment	NET PAID
14/111 King Street	United States of America	1/1/2020 - 31/3/2020	1/1/2020 - 31/3/2020	1/1/2020	\$0.00	\$0.00

TOTAL RENT FOR PERIOD

TOTAL: \$0.00

TOTAL FEES PAID/CREDITED IN PERIOD

Fee	EST PAID	MONEY OUT	MONEY IN
Administration Fee	\$0.00	\$0.00	\$0.00

TOTAL FEES PAID IN PERIOD

TOTAL: \$0.00

WITHHELD (UNPAID) AMOUNTS

Description	Withheld
By Ownership Fee for expenses for next quarter: Adjust to \$0.00	\$0.00

TOTAL WITHHELD (UNPAID) AMOUNTS

TOTAL: \$0.00

CLOSING (CARRIED FORWARD) BALANCE

TOTAL: \$0.00

OUTSTANDING AMOUNTS

Due Date	Property	Payee	Description	Amount
31/03/2020	14/111 King Street	North Sydney Council	Council Rates - for insurance	\$0.00

TOTAL OUTSTANDING AMOUNTS

TOTAL: \$0.00

MAINTENANCE AND REPAIRS



We have a great team and trusted relationships with many qualified tradespeople to make sure your property repairs and maintenance are completed professionally while ensuring quotes are competitive. If you have preferred tradespeople, we are also more than happy to utilise these professionals upon your request.

While your property is in our care, there may be repairs or maintenance required from time to time, particularly if it's an older building or if previous landlords have been remiss in the ongoing maintenance of the property.

Some repairs can be obvious, while others may remain undetected unless the tenant has rightfully informed us. In either case, it's our job to determine and notify you immediately if the repairs are needed. We can also arrange for minor repairs to be done automatically up to an agreed cost to avoid contacting you unnecessarily if that is your preferred course of action.

Tenants are obligated under their lease to notify us in writing of non-urgent repairs, however, if something requires immediate attention such as a burst pipe, blocked drain or electrical fault, Holmes St. Clair is accessible 24/7, 365 days a year to deal with any maintenance requirement. Our processes are pointed out at the signing of the lease agreement so that the ingoing tenant is fully aware of their obligations in this regard.

RENTAL REVIEWS AND ARREARS HANDLING

Regular market reviews are conducted and provided to you with our recommendations. Our team researches comparable properties and offer proposals to rental increases. This process is undertaken yearly; however, we will monitor how the income achieved by your investment compares to similar properties in the market and consult with you should we consider the rent requires adjustment.

In terms of late or non-payment of rent, tenants are contacted immediately. Our process ensures both email and SMS notifications are sent the very day a tenant becomes late with a payment. If the rent remains unpaid after ten days, we then advise them that their lease is at risk of being terminated. After 14 days of non-payment, we will consult with you before issuing the termination notice. The tenant can either pay the outstanding balance at that time or accept the termination notice. You will be kept updated regularly throughout this timeline of events.



We believe it's only fair to do what we can to help tenants during difficult circumstances; however, we will always act with due diligence on your behalf to ensure your investment remains viable and with minimal or no disruptions.

PROTECTING YOUR INVESTMENT



✓ Insurance, property compliance and meeting all government regulations is paramount in the protection of your asset.

Insurance

Your investment property is one of your most valuable assets, it makes sense to protect it.

So, your next best investment is comprehensive insurance. Several types of insurance may apply, with policies specifically designed to cover accidental or malicious damage and loss of contents. When you consider what could go wrong – but thankfully usually doesn't – it's a wise decision.

Smoke Alarms

We offer a highly organised, systematic and transparent service, which ensures that your property is always compliant, and your tenants are safe.

We offer a comprehensive subscription package, which includes installation of all alarms to ensure that your property is compliant and your tenants are safe, as well as unlimited callouts to your property throughout the subscription period.

Pool Compliance

From 29 April 2016 onwards, when a residential tenancy agreement is entered into for a property with a swimming pool or spa pool, the landlord or real estate agent must provide the tenant with a copy of the valid certificate of compliance or occupation certificate.

Our dedicated team will ensure your swimming pool or spa pool is compliant to give you and your tenant complete peace of mind.

OUR MANAGEMENT FEE PROMISE

Our promise to you is that we will deliver the best management experience without question and at the most competitive rate for a full-service management experience.

If you decide to engage the services of our company to manage your property, you will incur a management fee that covers the day to day management and handling of your property.

Please feel welcome to compare our fees and service levels with other agencies to ensure you are satisfied that we are competitively priced while giving you peace of mind that your investment is in the safest hands possible.

Tailored
to your
needs

Dedicated
professionals

Maximise
your
return

Personalised
service

Professional
advice

24/7
access

Tenant & Landlord Testimonials

“The professionalism of your staff and overall communication is important when somebody is selling or renting out a property and I have personally been impressed with the market updates, the email communication and the difference you are making when trying to exceed my clients expectations. Thanks again and I look forward to working with you going forward.”

“Particular mention to Margaret for her constant communication and willingness to answer my many questions. Highly recommended.”

“I’ve had the pleasure of Holmes St. Clair being my property manager for 11 months now. During this time they have been extremely supportive, thorough in their communications and highly responsive - from general email enquiries to emergencies. I could not recommend Holmes St. Clair enough! ”

“I have been extremely pleased with the overall process from start to finish and my clients have personally called me to say how pleased they were with the constant updates and above all the extra work undertaken on your behalf to achieve a great all round result for the client.”

NEXT STEPS



Thank you for taking the time to read our introductory Property Management Guide.

Every property is unique, and it is extremely important to meet all guidelines and government regulations prior to introducing prospective tenants to your property. Let our team walk you through each step and take control of all requirements on your behalf.

Our management team prides itself on up to date legislation requirements and is happy to spend time with you making sure your investment is protected at all times.

We look forward to helping you reach your property goals, and are available seven days a week to discuss how we can assist you best.

Holmes | St. Clair
38 Willoughby Road, Crows Nest N
8964 8880
office@holmesstclair.com
www.holmesstclair.com

HOLMES | ST. CLAIR



PROPERTY MANAGEMENT

38 Willoughby Road, Crows Nest | holmesstclair.com | 8964 8880