

# AUMR

## PROPERTY MANAGEMENT INFORMATION BOOK



**AUMR**

PROPERTY MANAGEMENT GROUP

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# Our Vision

AUMR Property Management Group consists of a fresh and innovative professional team who pride ourselves on quality customer service and advice. We are experienced in establishing and operating property developments and residential homes throughout Brisbane. Our qualified team has quickly become a competitive leader in the industry and our unwavering commitment has contributed to our success.



# Before We Go To Market

## Our Digital Presence



Our website has been designed to ensure we are keeping our clients as informed as possible. The website is updated on a daily basis and provides links to two of the most popular national real estate websites, in order to maximise exposure of your property to the widest possible audience. Our web developers are constantly working on the AUMR SEO (Search Engine Optimisation) to ensure that we are achieving the best possible results. This means your property will be ranked highly on search pages, providing more views for your property's online campaign.



## Signboards

- A signboard that stands out is imperative to maximising interest in your property. This is a marketing tool that will boost the number of inquiries, as prospective tenants can see these signboards 24 hour a day, seven days a week.



## Premium Photography

We hire expert property photographers to shoot a broad selection of high quality photographs, which are used for all print and online marketing. We want to show off your property to its greatest advantage.

# Domain

[www.domain.com.au](http://www.domain.com.au)

Domain is one of Australia's leading multi-platform property destinations. Domain provides residential marketing solutions and search tools, as well as loads of information for buyers and investors. Domain attracts over 4.3 million visitors each month.



# RealEstate.com

[www.realestate.com.au](http://www.realestate.com.au)

Realestate.com attracts over 5.9 million visitors each month across web and mobile platforms. Latest property listings are displayed alongside information about the suburb, including restaurant reviews, schools, local services and more.





# Proactive Tenant Selection

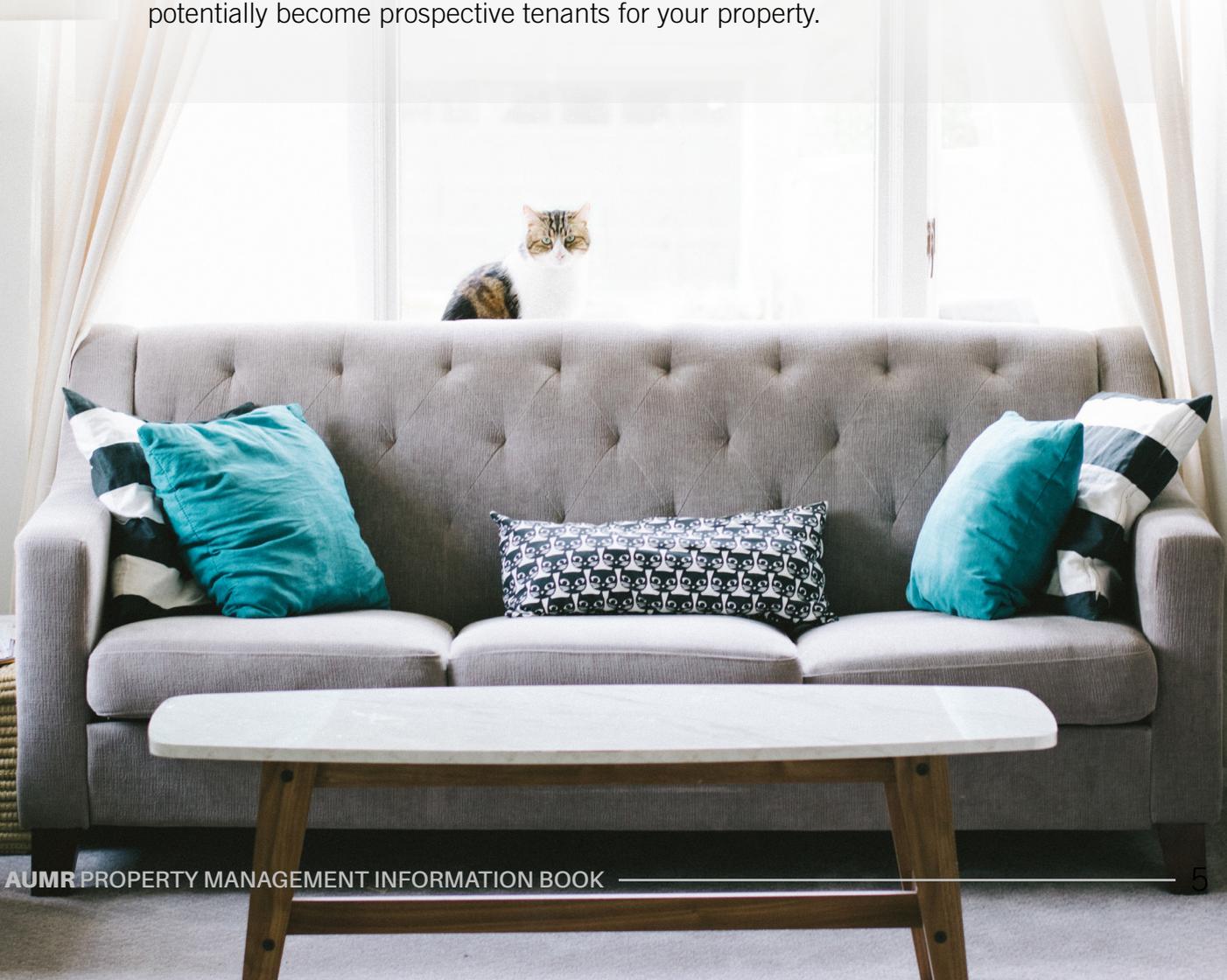
We aim to ensure your property is leased with a minimal amount of vacancy time. Our integrated database enables us to manage properties, and update prospective tenants of open times and availability. We work with Inspect Real Estate (IRE), a customised, agent-branded, online booking system that allows prospective tenants to automatically book inspections online for rental properties. IRE handles enquiries 24/7 and confirms inspections automatically. They provide live data on the number of prospective tenants who have booked, or are waiting for an inspection time. IRE also generates immediate, on-site inspection results for property owners.

# Business Development and Leasing Managers

Our Business Development and Leasing Managers handle the bulk of our property enquiries and deal directly with specific Relocation Agents. It is important to us that your property is receiving the attention it deserves.

## Social Media

Marketing via social media platforms allows us to reach a targeted audience using data on viewer demographics, geographic locations and more, that is collected by our sites. Every AUMR property is advertised on our Facebook and Instagram pages. This way our followers are encouraged to engage with us and potentially become prospective tenants for your property.



# Why Choose Us?



## Property Managers

Your personally allocated Property Manager is chosen in a way that ensures you receive the best fit for you and your property. Your Property Manager becomes your main point of contact at AUMR once your property has been leased. Each of our Property Managers are committed to providing outstanding, on-going services, advice and recommendations regarding your property. Their key focus is to ensure you, as the landlord, are kept informed about your property and to manage it to the best of their ability on a day to day basis.



## Entry Condition Inspections

The entry condition inspection is undertaken prior to a new tenant taking possession of your property. Your assigned Property Manager will complete an in-depth written and photographed report. This report is provided to both the landlord and the tenant, to give both parties peace of mind when your tenant eventually vacates. The entry condition report is designed to ensure protection of your property and its fixtures. It also assists the tenant in ascertaining the condition of the property prior to their move in, and helps them identify any changes or issues that may have occurred throughout their tenancy to ensure a quick return of their bond without any cause for dispute.



## Regular Routine Inspections

Your Property Manager will undertake regular routine condition reports of your property throughout the course of each tenancy as per legislative requirements. This purpose is twofold, it determines that your tenant is looking after the property as required and provides your Property Manager with the opportunity to make any recommendations regarding refurbishments and/ or maintenance that may be required on the property.



## Exit Condition Inspections

The Exit Condition Inspection is undertaken once the current tenant vacates the property. Throughout the tenancy, the Property Manager will initiate and maintain the expectation that the tenant is to vacate the property, and ensure it is restored to its original condition, while taking into account general wear and tear.

# Commitment to Every Job

## Maintenance



AUMR believes in prompt communication and action surrounding maintenance. When your tenant reports an item of concern that may require repairs, your property manager will not go ahead and organise it without consulting you first. There are many things that your property manager will take into consideration, such as expense. Your property manager will ensure they are giving you the best possible advice and recommendations regarding the repair. There may be times, where the repair is deemed “urgent” under legislation and will require same day attention. All other maintenance items should be completed within a 14-day period from when we are first notified. AUMR has access to a wide range of qualified trades people that we can recommend to attend to all repairs.

## Arrears Control



AUMR ensures their Property Managers are trained to handle rental arrears in the best possible way. Rental payments are monitored on a daily basis and payment for overdue rent is consistently pursued. Our methods for ensuring rent is paid are simple and effective. They include SMS, emails, letters and phone calls. If the tenant fails to make payment of the due amount by the 15th day, under legislation we may now initiate legal proceedings to have the tenant evicted from the property. Should the unfortunate situation arise of having to evict the tenant from your property, each of our Property Managers are experienced in the process and will provide ongoing support to ensure any potential loss suffered by the landlord is minimised and resolved as quickly as possible.

A photograph of a bedroom interior. In the foreground, a white ceramic stool and a dark wooden nightstand are visible. A window with a white frame is on the left, with a vase of white flowers on the sill. In the background, a bed with a white headboard and white bedding is visible. A chandelier hangs from the ceiling. The room has white walls and a wooden floor.

## Lease Renewals

Your Property Manager will contact you three months prior to the expiration of the current fixed leased term of your property. In this time, they will seek your instruction on how you wish to proceed and to negotiate any time frames or rental price increase or decrease. Your property manager may make recommendations to you with regards to the current market rent achievable on your property. Once your instructions have been received, the negotiation process begins and your property manager will make every attempt to secure a further lease term.

# Rental Reviews



Your Property Manager will conduct an Annual Rental Review on your property, even if a further fixed term is not entered into by the existing tenant. Each property manager is experienced in taking the opportunity during routine inspections to make rental assessments based on the current market. These assessments may be relayed to the landlord through the Routine Inspection Report.

# Experience



Our Property Management Team have extensive knowledge of the Residential Tenancies Act 1997, the Queensland Civil and Administrative Tribunal, the Residential Tenancies Bond Authority and possess practical experience with day to day issues that may arise within Property Management. Our fantastic team of skilled Property Managers are motivated, driven and focused with a passion for the industry and the challenges it provides.

# What You Can Expect From Us

- Professional showcasing of your property.
- Pro-active marketing to prospective tenants and Relocation Agents.
- Private and open home inspections.
- Before and after hours, week days and weekend inspections where required and deemed necessary.
- Regular weekly updates on the leasing progress of your property.
- Quality assessment of prospective tenants.
- Preparation of all lease documents in line with the current legislation.
- Completion of a detailed and thorough Entry Condition Report with supporting photographs.
- Collection of rent in advance.
- Collection and lodgement of the bond which is equivalent to four weeks rent with the RTA.
- All new tenants will be given the Form 17A Pocket Guide for Tenants.
- Tenants will be provided with details of Simple Rent, the system we use to provide a safe and secure way to pay and collect.
- All tenants will sign a copy of all keys provided at the start and throughout their tenancy. A copy of this will also be kept in the office.
- Assistance can be arranged for tenants who require utilities to be connected such as phone, internet, gas, electricity and even pay TV.

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- A photograph of a bright, modern bathroom. The room features white cabinetry with silver handles, a marble countertop, and a large mirror. A glass shower enclosure is visible on the right side. The floor is made of light-colored marble tiles with a decorative patterned rug in the foreground. A white laundry basket with a grey towel is on the left.
- TICA National Tenancy Database checks on all new, ingoing tenants.
  - Daily arrears management.
  - Arrangement of maintenance and progress monitoring.
  - Regular routine inspections of your property with a report to reflect the inspection, including photos.
  - Recommendations of rental markets.
  - Recommendations of required refurbishments to maintain your properties capital value and maximise your rental return.
  - Prompt payments of accounts on your behalf.
  - Effective and timely accounting of rental payments.
  - A detailed monthly statement of the landlord's income and expenditures.
  - Negotiation of further fixed terms leases as required.
  - Appropriate and prompt advice of rental reviews and preparation of notices in accordance with legislation.
  - Ongoing communication by your assigned Property Manager with your tenant to ensure a smooth and enjoyable tenancy.
  - Professional and experienced advice regarding QCAT applications.

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