

## Selecting the Right Managing Agent

As a property investor you want to be assured that your property is managed professionally & efficiently.

The expertise of an outstanding property manager will help you:

Make money by setting your property at the right price;

Make you money by negotiating the best possible market rent;

Save you money by selecting the right tenant;

Save you money by being diligent with the ongoing management of your property and tenants.

Landlords should seek a well trained and qualified rental management team whose appreciation of the law, the Residential Tenancies Authority and application of proven systems results in a maximum return with minimum fuss.



## The First National Difference

Why do our clients choose First National Real Estate Coastal?

Competitive Property Management Rates

No Hidden Fees

Timely Disbursements

Personalised Service

Regular & Prompt Communication

Comprehensive Reporting

Our experienced Property Management Team is committed to providing a personal & efficient service focused on increasing your rental returns, minimising your expenses & protecting your investment.



What we deliver:

Promotion of your property through our advanced letting system which improves the quality of applications and minimises vacancies

Thorough tenant screening

Comprehensive entry and exit condition reports supported by detailed photos

Quarterly routine property inspections

Obtain quotes and organise repairs when necessary, using reputable suppliers, in accordance with your instructions

Charge tenants for water consumption in water efficient properties

Review and negotiate rental increases

Resolve any tenant issues

Manage the vacate process

You can be confident caring for your investment is our priority.

Call First National Real Estate Coastal to see the savings you can achieve from simply changing your managing agency.

## Ways We Maximise Your Return

### Accurate Rental Appraisal

Our goal is to rent your property for the best price, to the best tenant, in the shortest possible time. It is important that the rent on your investment property is priced correctly from the outset. Our property managers have unparalleled local market knowledge and can determine ideal rental prices and tenant cycles, which will ensure minimum vacancy and maximum return on your investment.



### Professional Photography

Quality photos of your property increase the number of enquiries for your property. We also have found that properties which are promoted with professional photos tend to have more people attend open inspections, resulting in them renting faster and at a optimum price.

### Professional Marketing

To secure the best tenant, you need maximum exposure of your property. This is where First National Real Estate Coastal offers unrivaled expertise. Our comprehensive marketing includes exposure on our industry leading websites and major real estate web-portals all at no cost to you.

### Rent Payment Management

We offer your tenants a variety of payment options to ensure they have every opportunity to pay their rent on time:

- Direct Debit/BPay or Credit Card (via our Ezi Debit service agreement)
- Bank Cheque or Money Order
- Payroll deduction
- Centrelink benefit deduction

### Charging Tenants for Water

Laws state that if your property is separately metered, and water efficient to above a 3 star water rating you can charge the full water usage bill back to your tenant. Talk to us today about what is involved in making your property water efficient.

### Rent Arrears Management

At First National Real Estate Coastal, we have a '**zero tolerance to rent arrears**' process in place. We monitor all of our tenant payments daily, and commence our systemised process immediately if any non-payment of rent occurs.

We ensure all tenants are aware of this policy, and send them a reminder via SMS and email

immediately they fall behind. Should they breach their tenancy obligations as per The Residential Tenancies & Rooming Accommodation Act, we issue formal notification to prevent further escalation of the issue. Should the tenant fail to remedy the breach we will contact you for your instructions.

### **Regular Rental assessments**

When the lease on your property is due for renewal, we will conduct a rental assessments so that the rent can be increased to the current market rate at the earliest possible date. All recommendations are sent to you for approval.

### **Secure a New Tenant Prior to Vacate**

We communicate with our existing tenants to ensure that if their circumstances change we have as much notice as possible. We pride ourselves on our low vacancy rate, and the vacate / new tenant process is one we have spent many years refining.

### **Looking After Your Money**

The rent collected by us is disbursed mid-month (if preferred) and first business day of the month.

We can pay any approved invoices, relevant body corporate fees, rates and insurance invoices directly from the rent paid by the tenants.

At the end of the financial year, we also provide a full account statement of the year's finances.

## Ways We Protect Your Investment

**Maintaining your investment property is our top priority.**

### **Legislation and Documentation**

One of the most complex areas of property management is the legislation and documentation required under the Residential Tenancies and Rooming Accommodation Act, Property Occupations Act 2014 and other associated legislation such as the Privacy Act, Anti-Discrimination Act and Trade Practices Act.



There are currently no less than 19 forms, which are required to be administered at certain periods of the tenancy. Each form has established procedures under which they must be completed and issued to the tenant. Failure to follow these procedures can lead to huge fines, costly court cases and place the tenancy in jeopardy.

Our Property Managers are highly trained professionals and regularly review any updates from the relevant authorities on the constant changes to legislation. They also attend professional training courses which are consistently updating their knowledge. It is our job to be well-versed in this legislation so you don't have to be.

### **Communication**

Your First National Coastal Property Management team acts as an intermediary between the parties of the tenancy – landlord and tenant.

Maintaining a respectful relationship between both parties is integral to achieving the best outcome. Although the interests of each party are not always aligned, our Property Management team is trained to look after your interests with tenacity and diplomacy, in accordance with legislative guidelines and regulations.

We keep you informed and up to date on all aspects of your property, and ensure that your requirements are met. We document all incoming and outgoing communication with your tenant. We also communicate internally to ensure the whole property management team is across all aspects of your property.

### **Comprehensive Tenant Screening and Selection**

Once a Tenant has completed our comprehensive application form, we begin our detailed assessment and due diligence on their suitability which includes;

Tenant History (Reviewing of past ledgers, and TICA checks)  
Obtaining current and previous rental references  
Confirmation of their employment or income  
Assessment financial affordability  
Checking of all personal references  
Verifying ID & Australian residential eligibility  
Whilst we put forward recommendations, the final decision is always yours.



## Commencing the Tenancy

Prior to tenancy approved applicants are required to attend our office to undergo formal induction. We explain the lease documentation and have them agree to all terms and conditions in writing. Our comprehensive tenancy pack includes detailed information advising your tenant of their obligations, and most importantly, our expectations concerning their conduct, and information for caring for your specific property, designed to limit and overcome possible issues.

Conducting a detailed Condition Report at the beginning of the tenancy is imperative to protecting your investment. This inspection exhaustively records the presentation of your property before your tenant moves in, including clear and accurate text descriptions, as well as photographs, to remove any ambiguity.

## Routine Inspections

We do our regular property inspections, and provide a comprehensive report to you after every inspection, so you are always kept informed about how the tenant is keeping the property as well as any issues the tenant has noticed that may require attention.



## Maintenance

We obtain all maintenance requests in writing, consult with you about any maintenance work if required, recommend professional and reliable contractors, organise quotes for you, or use your preferred maintenance contractors. We use only qualified and appropriately licensed tradespeople who provide prompt service at competitive rates.

## VIP Tenant Alert System

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Details

nil

Contact

Quick Links

## Our Fees

### Our Fee Schedule

Letting Fee: 1.1 weeks rent (GST inclusive)

Includes:-

Rental appraisal

Listings on **Realestate.com.au**, **Domain.com.au** and **Homely.com.au** as well as many other industry websites.

Signboards and office electronic window display

Photography (Professional Photography available at cost)

Promotion of your property to our tenants database with matching criteria

Thorough Tenant Checks including Rental History, Income, References, etc

Open homes (if applicable) to engage with potential tenants

Comprehensive photographic Entry Condition Report

Lease preparation and Tenant signup meeting

Lease Renewal Fee: NO CHARGE

Includes:-

Rental appraisal update

Lease preparation and Tenant signup

Management & Rent Collection Fee

8.8% (GST inclusive)

Includes:-

Periodic/routine inspections

Comprehensive Routine Reports

Rental appraisal updates

Lease renewal

Attendance to rent collection & Invoicing of tenants

Arranging & supervision and inspection of maintenance where required

Insurance claim preparation (if required),

After hours call-outs

Payment of landlord's invoices

Body Corporate Inspections (eg Fire Doors, alarms, building & pest)

Bond Lodgments

Comprehensive photographic Exit Condition Reports

End of financial year statements

Statement Fee

Emailed: \$2.75 per statement; Posted: \$5.50 per statement.

Includes preparation, administration, postage & petties.

Court Preparation and Appearance Fee

\$75/hour (GST inclusive)

Tribunal preparation and attendance in the unusual event that a situation cannot be resolved without the involvement of QCAT





## What our Clients have to say

The property   
has been managed by your agency since August 2006. During those 12 years it has been in the always capable hands of any of your staff beginning with the ever-reliable Kim Alderton through to the Senior Property Manager. Your efficient property management process has left both my wife and I as happy, contented customers and we would happily recommend First National Coastal to those seeking the services of a professional, effective and efficient management agency.

**Frank B**  
**Landlord**  
**21 March 2018**

You have been very informative and helpful throughout this process and I would like to thank you. We haven't had the service that you have supplied with other real estate's we have been dealing with. So once again, thanks.

**Lynn S**  
**Tenant**

Firstly would like to thank you for all your help last week in securing us a rental property. Really appreciated your professionalism, friendliness and urgency in finding and then confirming a rental property for us. Have had a few "interesting" experiences of Property Mangers on the coast and you have been by far the best we have dealt with. Thank you again.

**P Cameron**  
**Tenant**

Your   
commitment to providing a service of the highest standard is reflected in the regular communication we receive, minimal vacancy periods, no tolerance to rent arrears, prompt attention to maintenance, regular inspections and following through with all requests promptly. Nothing is ever too much trouble.

**G Twitt**  
**Landlord**

## Meet Your Management Team

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## LISA ANGELL

PRINCIPAL

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0438 443 979

[lisa@fncoastal.com.au](mailto:lisa@fncoastal.com.au)

Lisa's career started in real estate in 1994 when, with her husband Paul purchased their first Real Estate Agency in Mooloolaba. After taking a break to raise their children and pursue other interests, Lisa returned to join the team in a sales capacity within their office, whilst also being a Licensee.

With a naturally friendly and outgoing personality, Lisa is passionate about building strong relationships with her clients and working together to get a great result for both buyer and seller. Lisa believes client's want to work with someone who has a straight-forward, honest and knowledgeable approach with personal communication being the key to meeting a client's needs and expectations.

Lisa's communication skills, honesty and integrity shine through with service that goes well beyond the industry standard.



## PAUL ANGELL

PRINCIPAL

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0438 468 378

[paul@fncoastal.com.au](mailto:paul@fncoastal.com.au)

Paul (a real Queenslander by birth) moved from Brisbane to the Sunshine Coast in 1977. After a 13 year stint with the Department of Defence he ventured into real estate in Caloundra 1992 and then purchased a local Mooloolaba agency in 1995. Now backed with the systems and network strength of The First National Marketing Group, he is confident that you won't find a more experienced and passionate team.

## Our Commitment to You

### Service Guarantee

1. To establish the rental value of your property by comparing your property to similar properties currently let
2. To check the references of all prospective tenants
3. To ensure that the tenancy agreement is completed in writing and signed for the protection of all parties
4. To prepare a comprehensive written & photographic inspection record of the property at commencement and completion of the tenancy
5. To ensure a rental bond is lodged
6. To check that rents are paid promptly in accordance with the tenancy agreement
7. To carry out regular inspections of your property and provide you with written reports
8. To account to you monthly or bi-monthly in writing for rental monies collected
9. To arrange repairs and maintenance according to your instructions and ensure they are carried out in a professional manner
10. To pay all accounts on your behalf as instructed
11. To inspect the property at the completion of the tenancy and refund bond monies only when the condition is satisfactory
12. To provide a written end of financial year report



## Contact Us

Is your current property management team giving you the service and value you deserve ?

If you are thinking about a change, your Property need not be vacant before changing your manager. We can show you how to do this with no disruption to your current tenant.

Call First National Real Estate Coastal today to discuss how we can best meet you needs.

### First National Real Estate Coastal

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