

SEQUESTATE

Agents

**COMPLETE PROPERTY
MANAGEMENT SERVICES**

THE SEQ ESTATE AGENTS POINT OF DIFFERENCE

SEQ Estate Agents:

Complimentary virtual 3D interactive walkthrough of your property for prospective tenants

Complimentary New Build Concierge Service

Regular mid-week & weekend open home inspections until your property is tenanted

Free access to our online landlord rental portal PropertyMe

Boutique management service with a single dedicated property manager

Cap Property Managers at 100 properties maximum to ensure adequate attention to both our landlords and tenants

Regular access to leading technology and industry-standard training using industry-best processes & systems

Other Agencies:

~~Complimentary virtual 3D interactive walkthrough of your property for prospective tenants~~

~~Complimentary New Build Concierge Service~~

~~Regular mid-week & weekend open home inspections~~

~~Free access to our online landlord rental portal PropertyMe~~

~~Boutique management service with a single dedicated property manager~~

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THE BENEFITS OF USING SEQ ESTATE AGENTS FOR YOUR PROPERTY MANAGEMENT

- We have local market knowledge with respect to rental appraisals and rental reviews, ensuring you the very best possible financial return on your investment property. We showcase your property using our award winning marketing strategies and website.
- We assess and carefully screen every potential tenant by applying thorough reference checking, TICA, 2apply and a 100 point ID validation.
- Our property management team is trained to conduct thorough property inspections, detailing the condition of each home, and have the experience and expertise required to maintain your home to the very best possible standard.
- We keep thorough records of all accounts relating to your property, detailing all income and expenditure.
- We ensure that every home owner is protected from direct contact with tenants.
- We have highly qualified and experienced staff that specialize in their roles.
- We adhere to strict procedures and processes to ensure the best return for your property.
- We take a focused 6 star service approach and our systems and technology lead the industry.
- We consider you to be a long term client, not just protecting your asset but looking after you as a long term investor.

OUR LEASING PROCESS

OVERVIEW

- Online booking system for prospective tenants
- Comprehensive checklist for applicants
- Direct communication during the entire process
- Personally escorted inspections
- Smith & Li signboard (high impact)
- Weekday & weekend opens and appointments
- Maximum online exposure
- Professional photography and creative copywriting
- Quality tenant selection
- Reference checking
- National tenancy database checks
- 100 point proof of ID
- Detailed application forms (online)
- Highly qualified and experienced leasing team
- Comprehensive condition reports with extensive photos for

Routine Inspections

- Agreement sign-up with comprehensive understanding of tenants obligations and legislation
- 6 week initial inspection check to ensure new tenants are settled
- Routine Inspections every 3 months

RENT COLLECTION

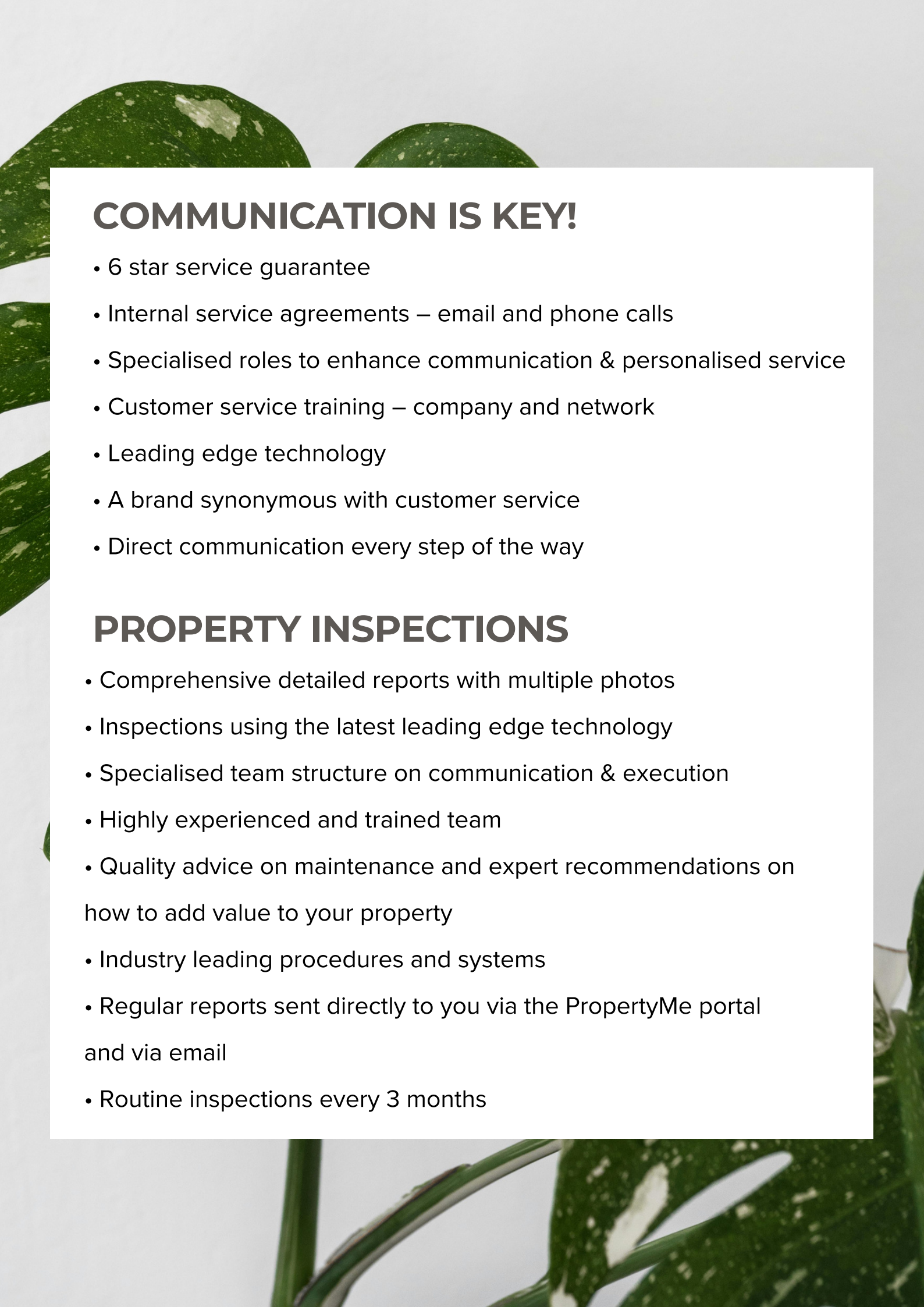
- Zero tolerance policy on arrears
- Direct debit rent payments
- Industry leading technology
- Knowledgeable Property Managers
- Dedicated Trust Accounts team

RENT PROCESSING & ACCOUNTING

- Online owners portal
- Itemised statements
- End of financial year statements
- Industry leading technology
- Dedicated trust account team
- Email statements
- Comprehensive internal procedures and systems

REPAIRS & MAINTENANCE

- A network of Qualified Tradespeople at competitive rates
- Comprehensive & detailed work orders
- Regular training on the latest industry leading technology
- Repairs paid directly from your rental income by Smith & Li
- Set expenditure limits and request quotes
- Direct communication with you at all times
- Comprehensive inspections with photos to keep you informed of all maintenance required now and in the future
- Our team follows the latest procedures using industry-best systems
- Option to process insurance claims on your behalf



COMMUNICATION IS KEY!

- 6 star service guarantee
- Internal service agreements – email and phone calls
- Specialised roles to enhance communication & personalised service
- Customer service training – company and network
- Leading edge technology
- A brand synonymous with customer service
- Direct communication every step of the way

PROPERTY INSPECTIONS

- Comprehensive detailed reports with multiple photos
- Inspections using the latest leading edge technology
- Specialised team structure on communication & execution
- Highly experienced and trained team
- Quality advice on maintenance and expert recommendations on how to add value to your property
- Industry leading procedures and systems
- Regular reports sent directly to you via the PropertyMe portal and via email
- Routine inspections every 3 months

5 WAYS WE MAXIMISE YOUR INVESTMENT

(SO YOU CAN GET ON WITH YOUR LIFE!)

You receive personal attention from experienced managers

Our property managers provide the highest level of service and support to home owners and tenants. Your property will receive personal attention from our experienced team with a single point of contact to eliminate the usual run around most landlords experience. We provide good old-fashioned personal service, supported by the latest technology and systems, giving you the best of both worlds.

1

We are thorough and selective

Comprehensive reference checking is carried out on all prospective tenants and a 100 point ID validation process is used to confirm identity. We never hand out keys for inspections and all prospective tenants are personally shown through your property so we can further gauge their suitability.

2

Your property reaches more prospective tenants

Your property is advertised on our website as well as realestate.com.au, domain.com.au + many more, giving you the most comprehensive access to prospective tenants in the country. Tenants are able to view your property online 24 hours a day, 7 days a week from anywhere in the country.

3

Our goal is to maximise your return

We don't believe that just collecting your rent is managing your property. It's about maximising your return and protecting your asset. Our property management team will conduct thorough, regular property inspections, detailing the condition of your home, and guide you on how to maintain the property in a manner that will maximise your rental return and the long term value of your asset. We also offer 3D virtual walk-through inspections of your property.

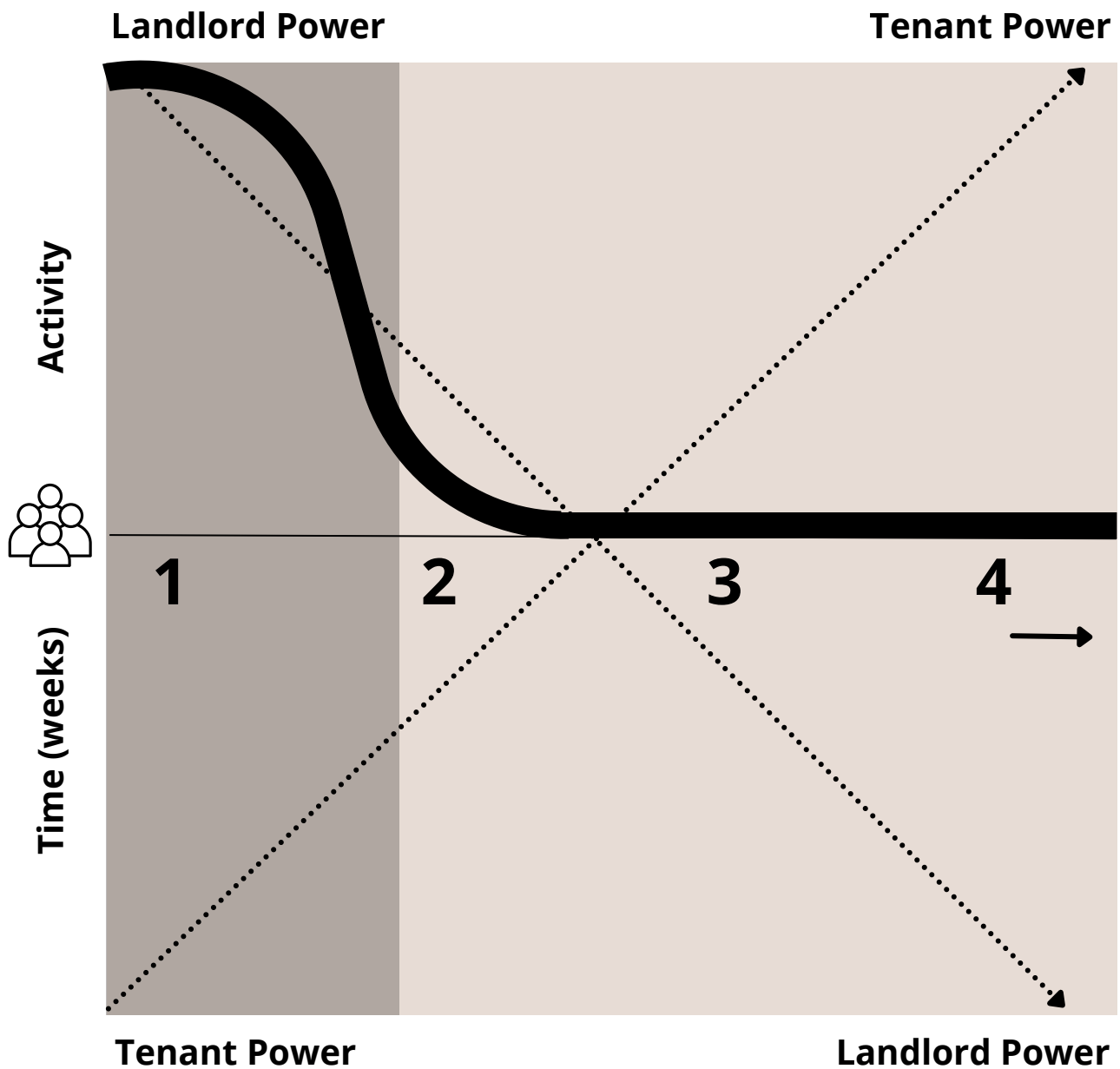
4

The spin stops here

We have a team of experienced experts who will assess the current rental market and provide you with an analysis of the highest potential market rental for your property. We also won't over value your property in an attempt to win your business, you get the best information without the spin.

5

TENANT INQUIRY GRAPH



ABOUT ZSA-ZSA

Zsa-Zsa Piercy is proud to be the owner, founder & director of SEQ Estate Agents. Whether it is as a Business Development Manager, a Client Relationship Services Representative, a Property Manager or a Sales Agent, Zsa-Zsa's focus is always to foster excellent client relationships through her attention to detail and a willingness to go the extra mile for her clients.

Zsa-Zsa's prior experience (over 17 years in the Real Estate & Real Estate Tech Industries) ensures she will be able to meet all your inquiries with honesty, knowledge and integrity.

She strives to embody these principles every day and she prides herself on delivering a service that helps people achieve their real estate success and goals through utilising the latest technologies and attending regular industry training.

Zsa-Zsa ensures that open and supportive communications between her clients and teams will always be her number one priority.

- Assist with maximising the management & growth of your investment property portfolio.
- Invitations to investor information nights.
- Conduct comprehensive rental appraisals on ALL properties you're looking to purchase.
- Giving a Comparable Market Analysis on each rental/sale property.
- Access to statistics & data on the current rental market.
- Regular updates on current investments for sale in the area.
- Advice on what tenants are currently seeking in a property.
- Advice on securing a suitable tenant
- Advice on the potential percentage returns.
- Professional advice of any works to achieve higher returns.
- Advice on how to increase your current returns.
- Give a quality tenant attraction rating.
- Recommendations on quality of area. (Including flood & Fire rating zones)
- Attend any auctions on your behalf.
- Attend pre-settlement inspections.
- Video walkthrough of all pre-settlement inspections & email a report back to you.
- General tenancy & legislation advice.
- Contact with Property Services - access to quality tradespeople, building inspectors, mortgage brokers, and sales people.



SEQ ESTATE *Agents*

Dear Investor,

At SEQ Estate Agents our philosophy is simple: to look after your property as if it were our own. As a specialist boutique agency, we pride ourselves on offering highly personalised and detailed service to both our landlords and tenants.

This means:

- always selecting the best quality tenants
- achieving the highest market rental price
- ensuring that your property is maintained in excellent condition
- providing you with prompt, personalised service at all times
- Regular updates on the rental market
- Investor nights for networking and connections

Please let me know if I can answer any other questions for you.

Kind regards,

Zsa-Zsa Piercy



Principal & Director
Licensed Real Estate Agent

Mobile: 0452 286 550

Email: admin@sequestateagents.com.au



SOME COMMONLY ASKED QUESTIONS

Q: How often do you inspect the property?

A: We inspect the property every 3 months to ensure that all potential maintenance items & other items are noted and addressed.

Q: What tenant information do you process when receiving applications?

A: We require the following from all potential applicants:

- 3 most recent payslips
- A work reference we can call to confirm current employment
- Their current Property Manager/Landlord's details to request a current rental ledger and rental history
- A copy of their current I.D. or some form of identification
- A photo and info on any pet/s they own
- A TICA check to ensure they do not owe money to a previous rental agency / landlord

Q: How many properties do your Property Managers manage?

A: We cap our Property Managers at 100 properties per manager, to ensure that all our landlords and tenants get the attention needed to keep everything up-to-date, and also to ensure we are on top of any potential rental or management issues that may arise. You will get one dedicated Property Manager for all your properties.



What is our Complimentary New Build Concierge Service?

At SEQ Estate Agents, an integral part of our service is to offer a complimentary New Build Concierge Service to assist our investors with finalising their new builds in order to ensure a smooth, stress-free transitional handover from builder to property manager.



We offer the following services:

- Meet with all builders & trades on your behalf at the property
- Inspect and discuss any changes that may need to be made prior to completion
- Ensure that all items you paid for are installed and in working condition in the property
- Accept keys at handover and sign off on your behalf
- Start the rental marketing campaign process upon handover to maximise the chance of securing a tenant and minimising the vacancy period