



CORNERTOCORNER REAL ESTATE

Property Management Specialist

Corner to Corner Real Estate was established in 2017 when Danielle Corner identified a need for a Real Estate Agency that dealt exclusively in Residential Property Management and delivered a highly personalised standard of service that both investors and tenants deserve.

Perfectly positioned in the Macedon Ranges Victoria (Gisborne, Woodend, Kyneton and surrounds) provides the opportunity to service the Ranges with ease and efficiency whilst providing local knowledge.

Through the comprehensive ongoing training and qualification through the REIV and 10 years in the Property Management industry, Danielle (Licensed Estate Agent) can provide comprehensive advice and knowledge in growing your asset.

‘Growing Your Wealth For Your future’



“Property Management Specialist”

Corner to Corner Real Estate the first boutique real estate agent in the Macedon Ranges dedicated to Asset and Property Management.



One of the things many property investors find frustrating is a lack of knowledge or experience when it comes to Real Estate.

Estate Agents are governed by many Acts, such as the Estate Agents Act 1980 and Residential Tenancies Act 1997. Landlord and tenant laws can change widely from state to state and unless you have a specific background in real estate or legal matters, it may be a daunting process.

We focus on your personal needs and keep you up to date with all that is happening with your investment. This ensures our clients have complete confidence in our agency.

As an experienced property manager of over 10 years, I will take care of your investment performing a range of duties that include; addressing tenant issues, collecting rent, carrying out inventories, and issuing correct notices within the legal time frames, periodic inspections and much more!

By allowing us the opportunity to lease and manage your property, you are given peace of mind that your property is in great hands for you to enjoy better things in life and know that your investment property is working hard for you. Over the next few pages we will show you what Corner to Corner Real Estate have available and the services that we offer.



Getting your Property ready for leasing

Golden Rule of Thumb; prepare the property to attract your ideal tenants. Advice will be offered to ensure we can achieve the best possible rent return.



Upon request I will send through an e-book on how to best present your property.

Marketing your Property

In order for us to achieve the best possible results for you, we arrange for professional style photography of your property and upload as a “Highlighted” listing to all main sources of well known websites and social media. This offers prominence in display and search results.

There is a large demand for rental properties within the Macedon Ranges, due to this we have a database of qualified tenants waiting to find their new home. We will make contact directly with them to arrange inspections to reduce the time of your property on the market.

Your property will be opened for inspection or by private viewing (accompanied by Danielle) at least twice a week until your property is leased. Please note: Keys will NOT be handed directly to applicants.

Letting your Property

Every prospective tenant is personally accompanied through your property by us, whether by a private viewing or a regular open inspection. We offer during and after hours (even weekend) appointments to ensure your property is promptly leased.

Tenant Selection

We have created very strict criteria for selecting of the most suitable tenant for your property. This process is supported by stringent reference checking and data-base researching. The application process ensures a full back ground Identification check, employment and rental history checks including national tenancy databases to ensure there are no black marks against the applicant.

Every application is provided to you (with our advice) where you have the final approval.



Lease Agreements and Rent Reviews

Upon approval of a tenant, documentation such as lease agreements, bond lodgement forms will be completed promptly and tenant meeting arranged. This meeting will enable the opportunity to educate tenants, clarify and questions, sign documentation and pay the first month's rent and bond. We distribute the Bond directly to the Residential Tenancy Bond Authority (RTBA). We will forward a copy of the fully executed lease agreement and condition report once tenancy has commenced.

Rent Review -Regular rent reviews are carried out in accordance with the Residential Tenancy Act 1997, taking into consideration the current market conditions and other factors to ensure your maximum rental return.

We will contact you via phone/email seeking your instructions 3 months prior to the fixed term lease expiry for renewal or lease or to issue a "Notice to Vacate". We will also discuss a rent review taking into consideration the current market conditions, comparable properties recently let and available.

Arrears Control

At commencement of lease, all tenants are given our BSB and Account number where they can direct transfer their rent across monthly into our business trust accounts; however some tenants prefer to pay cash or cheque which is also accepted.

There is a zero tolerance for rent arrears. If payment of rent has not been received within 3 days of due date the tenants will receive a 'friendly reminder' either by phone or text. If payment has not been received within 7 days of due date, a letter will be sent advising them if rent is not paid within a further 7 days a termination notice will be issued. Tenants will then be contacted on day 10 and advised the termination notice will be issued advising the tenants to vacate your property within 14 days of the due date. Day 15, if rent is not cleared into our account a 14 day Notice to Vacate will be issued to the tenant with a guide to vacating upon your instructions.

Disbursements and Statements

Disbursements to investors are made each Friday following the clearance of rent payment. Any invoices that we have received (ie. Council and Water Rates, Maintenance or sundry) will be deducted and paid on your behalf.

Each month an itemized statement will be emailed to you showing all income and expenditure relating to your property. You (and your accountant upon request) will also receive an end of year financial statement of all income and expenditure for the preceding financial year, this is free of charge.

Property Inspections

We conduct two Routine inspections annually as part of our management services and in accordance to the Residential Tenancy Act 1997. You will receive a report of the condition of the property with photographs (if applicable) with any maintenance that is required.

First routine is conducted after the first 3 months then every 6 months thereafter until the lease expires. We welcome you to attend the inspections.

Upon the tenant taking possession of the property, we do an ingoing condition report which will show the condition of the property. This is written and will have supportive photographs. Once the tenant vacates we will provide a detailed exit conditions report, and ensure the condition of the property is the same as when the tenant occupied. (Any damage caused by tenant will be payable by them)



Repairs and Maintenance

Corner to Corner Real Estate engage only experienced, professional tradespeople who attend maintenance at our properties. All our contractors are ABN registered and carry appropriate licencing and public liability insurance.

We will always contact the landlord if any repairs have been reported for instructions to proceed for repair. However there will be times (such as urgent repairs) where if we are unable to contact you, we will engage a tradesperson to complete the repair as an urgent matter.

Repairs to your property will not proceed if they exceed your specified written instruction unless they are deemed to be an urgent repair. No repairs will be authorized without your prior consent either by phone call/email/letter. Once repairs are completed to a satisfactory standard we will arrange for the invoice to be payable from the rental income once received.

As your professional Property Manager, we believe our owners should:

- Take out adequate landlord protection insurance and all necessary steps to ensure your home is compliant (ie. Smoke alarms, we can assist with outsourcing to a third party dedicated to smoke alarms to ensure compliance),
- respond to any maintenance with 2 days and respond to urgent repairs within 24 hours.
- Provide emergency contact details should you be unavailable or communicate to us times you are unavailable ie. When on annual leave or holidays.
- Supply all necessary documentation – body corporate details, insurance etc.
- Supply appliance manuals where appropriate and provide an adequate number of keys prior to tenancy commencing.

Communication

Corner to Corner Real Estate believe that communication is the main key to a successful relationship, we will endeavour to promptly advised of any pertinent matter affecting your property.

We keep you informed every step of the way- when your property is vacant, when your property is let, when your tenants renew their tenancy and when action needs to be taken.

“Cloud base” Owner and Tenant Portal

As we aim to achieve a high standard of open communication we use a software program called “Property Tree”. This enables us to communicate effectively between you and your tenant. Upon signing to utilise our services you will be sent a link to connect with the online program with the following features:

Owners

- View quick status of your property including lease and rent information
- View maintenance
- Access ownership Statements
- Keep conversations in one place

Tenants

- View property details including rent and lease information
- Access Tenant ledgers & rent receipts
- Communicate directly with Property Manager
- Lodge Maintenance requests

Service to you

Danielle Corner has always shown determination in providing a quality and personal service to her clients, and would welcome discussing with you all aspects of the professional management of your property.



**Thank you for considering Corner to Corner Real Estate
to manage and grow your investment**



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