

Reece Realty

Newcastle
and Maitland



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Property Management

Welcome to Reece Realty Newcastle, an independently owned and operated real estate agency.

Convenient location in the Jesmond Shopping Centre precinct provides our office with high exposure and easy access for tenants and landlords who are seeking advice or assistance in Property management, investing, buying and selling.

Overseeing properties throughout Newcastle and the Hunter Valley we can assure you that our team at Reece Realty Newcastle will provide you with personalised & professional management of your investment property.

Our commitment to our clients is to ensure that we provide the highest quality service to ensure the best return on your investment.



WHY CHOOSE REECE REALTY?

We achieve our service commitment by:

- * Thorough application checks ensuring the best possible tenant selection
- * Maintaining a quality relationship with tenants, landlords and creditors
- * Strict arrears control
- * Taking an active interest in your property

We strive to manage your property as an investment so that it provides:

- * Optimum and sustained income
- * Minimal Expense - secure portfolio management
- * Maximum long term growth

We intend to manage your asset by:

- * Precise & regular communication - Phone, email or text as preferred by you
- * For each tenancy, you will receive a copy of the Residential Tenancy Agreement signed on your behalf
- * Regularly inspecting your property and reporting on the internal and external condition. Ensuring that your investment is maintained in the best condition to maximise its return
- * Advising of your properties current and future returns and market forces which may affect returns.
- * Providing prompt attention to all maintenance issues
- * Ensuring that all monies are distributed to the appropriate places
- * Carrying out all your instructions with regard to the management of your property

At **Reece Realty Newcastle** we believe that Property Management is not just a rent collection service but rather an Asset Management Service

The team at **Reece Realty Newcastle** is also able to provide you with up to date information on all important aspects concerning your property's management.

- * **Owners can also access details regarding their own investment through our online portal at any time.**

Property Reports:

These reports will provide you with vital information on your property such as the standard of tenant care, any maintenance issues and our opinion on current market rent applicable to your property.



YOUR FINANCIAL RETURN

Rental Value

The Property Management team at Reece Realty Newcastle is qualified and experienced in giving an accurate rental appraisal for your property. We can also advise of possible rent increases or market forces on the rent yields in the area.

Collection and Control of Rent

In the event that your tenant falls behind in their rent you can be assured that our office will closely monitor their progress and continue to follow up until the tenants payments are up to date.

We will remind the tenants via email, SMS, letter, telephone and will also make house visits on a daily basis should this be required to chase rental arrears.

Rental Bond

Prior to the commencement of any tenancy the tenant is required to pay four weeks bond which will be held at the Rental Bond Board until the tenant vacates the property.

The money is used as a security deposit for any rectification works required or rent arrears after the tenant vacates. Our office will perform an outgoing inspection prior to the release of any bond money.

Account Payment Service

On your instructions our office will pay various accounts from the rent monies collected. All accounts paid will appear on your monthly statement with a copy of the invoice attached

Monthly Statements

A statement of account will be emailed to you at the end of each month, or mid monthly if requested. This statement will keep you informed of the tenants rent status including paid to dates, any accounts paid and monies transferred to your account during the month. On your instruction we can also post hard copies if preferred.

End of Financial Year Statements

After the end of the financial year, our office will provide you with a Financial Year Statement. This is effectively a summary of all of your monthly statements and assists in your tax calculations without having to provide all individual monthly statements to your accountant.



ONGOING MANAGEMENT

Advertising

When your property is vacant a widespread advertising campaign will find a tenant more quickly and reduce your vacancy period. It will offer you tenant choice and a greater opportunity to select the best possible tenant for your property.

*We advertise properties for lease in the following ways:

- Websites: our main website - reecerealty.com.au - rent.com.au
- realestate.com.au - Flatmates.com.au (Student Accommodation)
- domain.com.au
- **Signage** - outside vacant properties with specialty 'student accommodation' signs as required.
 - High exposure **window display** in our office
 - 'Rentals Available' (rental list) **brochure** available from our office

Selection of Tenants

Selecting the right tenants and maintaining an ongoing relationship with them is of vital importance to successful property management. Tenants with high credentials living in your property will give you peace of mind along with the best possible return on your investment.

* The selection process for such tenants is stringent, with reference to current legal requirements.

All tenants must complete an application requesting extensive information including past and present address of occupant, record of income/employment details, character references and rental reference check.

Our office is a member of TICA (Tenancy database of blacklisted tenants with a previous history - Australia & New Zealand wide)

Our application processing procedure also includes contacting previous agents, landlords and employers to discuss prospective tenants and we will provide you with all information possible so you can make an informed decision

Repairs and Maintenance

You will be notified of any repairs and maintenance issues that may be necessary prior to this work being undertaken. We will obtain quotes for all major works.

Please Note: Any urgent repairs will be undertaken immediately.

* All repairs and maintenance jobs are carried out by qualified and licensed tradespeople

* Prompt attention to maintenance will benefit you in the following ways:

- Small repairs won't be left to become expensive repairs
- Happier tenants mean longer tenancies and less vacancy periods
- A well maintained property will obtain a higher rent than a poorly maintained property
- You can relax knowing that your property is well looked after

MEET THE TEAM - Property Management & Administration Departments

Melissa Reece - Property Manager & Development



After taking our Student Accommodation team from strength to strength Mel has achieved the position of Senior Property & New Business Development Manager. Prior to real estate Melissa worked for 11 years in the Mobile Phone Service industry with a strong background in customer service, administration and staff management. The skills acquired in such a changeable industry have been an asset as Mel deals with the multiple concurrent tasks that require attention to keep clients & tenants happy.

Catherine Clark - P.M Accounts Manager



Offering over 20 years experience in Real Estate, Catherine as a licensed agent brings a wealth of knowledge to the Reece Realty Newcastle Team. Catherine's involvement in the industry spans from small independent offices to one of the largest on Sydney's North Shore with experience from reception to property management, sales support and now as our Office & Accounts Manager.

Nick Majurovski - Property Manager



Nick honed his customer service skills in the Mobile Phone Service industry, including time as customer service team leader. Nick more importantly brings a desire to understand & assist tenants & landlords with all their property needs. A 'Trainee of the Year' Award for Business Administration reveals organisational & problem solving abilities that will strengthen his proficiency in his role. Always looking to enhance our service, the team will also be taking advantage of Nick's Photography background.

Lauren Kirk - Property Manager



Lauren's 10 years of customer service experience in hospitality were perfect in assisting her progression from Receptionist to Student Property and now accredited Residential Property Manager. Having previously completed her Bachelor of Visual Communication & Design at Newcastle University, her knowledge base may also assist in future marketing. A quick learner, efficient and organised, Lauren sits comfortably within our office dynamic, and we already appreciate the qualities she has brought to the team.

Larissa Hennessey - Assistant Property Manager



Prior to joining the Reece Realty team, Larissa worked for ten years in hospitality and has a strong background in customer service and problem solving. The skills acquired in such a fast paced industry have been an asset as Larissa has hit the ground running since starting as Assistant Property Manager.

Larissa's other interests involve cooking, reading, video games and spending time with her partner.

Jasmine Kruk - Property Management



Jasmine has joined Reece Realty to assist the Student Property Management team while gaining her accreditation. Jasmine's caring and patient nature is evident in previous roles with 3 years experience in disability care, including in youth work homes, & 9 months traineeship in an early childhood care centre. Her bubbly personality, fine communication skills & attention to detail make her a perfect fit within our office dynamic and ideal for her position looking after our landlords & tenants needs in Student Accommodation.

Hannah Cruickshank - Property Management Admin



Hannah originally joined the Reece Realty team as sales reception however within a short period her aptitude for accounts & management has seen her move into a new role. Having completed her Certificate 3 in Business Administration and now doing her Real Estate License course, Hannah's friendly personality and natural affinity for numbers have seen her take on a property management accounts trainee position.

Olivia Lewis - Property Management Reception



Olivia realised an early interest in real estate, with family in the industry and work placement cementing that enthusiasm. Her initiative, organizational skills, attention to detail, natural confidence & friendly nature will be advantageous in this evolving, people centric industry. At the front desk in her role in Property Management Reception these traits will help propel her into whichever path Olivia decides to follow. We welcome Olivia to the Reece Realty crew.



PROPERTY MANAGEMENT FEE STRUCTURE

Management Fees

- \$5.50 per disbursement administration charges

If you would like to discuss fees further please speak to your Reece Realty representative

Letting Fees

- Initial Letting - 1 x weeks rent (plus GST)
- Lease Preparation Fee - \$33.00

Included in the Management Fee

- Standard Advertising fees covering print & web formats
- Floorplans & photos for advertising
- Development of marketing campaign to attract quality tenants
- Receive and assess applications from prospective tenants
- Negotiate the best rental return for our owners
- Collect rent from tenants & arrange reimbursement for utilities when required
- Coordination of all approved maintenance
- Payment of all approved invoices
- Thorough routine inspections & reports (including photos) - up to 4 per year
- Spot inspections of common areas in student properties
- End of financial year statements
- Property Managers that keep up to date with relevant legislation & promptly communicate any changes to both tenants & owners

We do not charge additional advertising costs unless you request Premier Advertising status.

There are no hidden fees & charges.

Upfront clarity of costs is an ethical responsibility we at Reece Realty adhere to.



THINKING STUDENT ACCOMMODATION?

At Reece Realty Newcastle we strive to be the best in any rental market. As a Student Accommodation Specialist we aim to be efficient, thorough and effective in gaining the maximum rental return in the current rental market. Reece Realty Newcastle manages each room as an individual property.

Advertising

Our office maintains a high standard of advertising with each property being advertised through several sources including:

- * reecerealty.com.au
- * Flatmates.com.au
- * realestate.com.au
- * domain.com.au

Newcastle University website - offcampus accommodation <http://offcampusaccommodation.newcastle.edu.au/>

Applications / Selecting Tenants

Each individual tenant for each bedroom is required to fill out a rental application form with all details including proof of income provided. Should the tenant have income support from family a bank statement is required.

Once the application is processed and the tenant signs an individual Residential Tenancy Agreement and is required to pay a bond and complete an ingoing condition report like any other tenancy.

As a part of the the Residential Tenancy Agreement the house rules and special conditions are tailored to students and are attached as a part of the lease. This then allows our office to form the rules as a condition of the lease and should any rules be not followed warnings can therefore be issued.

Ongoing Management

During a students stay our specialised team conduct the following:

- House meetings - as required
- Regular inspections of common areas
- Routine inspections of all areas - up to 4 per year

We work with our students of many nationalities to ensure mutual understanding of local expectations and that they are respectful and care for the property for the duration of their stay. Should they not comply we remain in contact with you, the landlord, to notify you of any inspection outcomes. We will also provide you with any suggestions that we believe may add value to your property.

Student Accommodation Requirements

Each bedroom is to be fully furnished and individual bedroom doors are to be provided with separate locks with 2 x sets of keys provided to our office. (1 x set for tenant & 1 x set for office)

Common area to be furnished and maintained in a clean and tidy manner. We recommend employing a cleaner to attend, in particular to the kitchen and bathrooms minimum once a month, as well as lawn maintenance.

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