

BELONG 恆創
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**PROPERTIES
MANAGEMENT
SYSTEM**



YOUR PROPERTY IS OUR **PRIORITY**

OUR MANAGEMENT PHILOSOPHY

We understand what you, the landlord need and expect from our management:

- You want your rental is assured to be paid on time.
- You want your property is being well maintained by the tenant and property manager.
- You want to be kept up to date with what is going to affect your investment.
- You want to maximize your income and minimize your expenses.
- You want to get financial supporting documents from us for tax purpose.

We are dedicated to meet your needs and expectation, and achieve the financial objectives that you have for your investment property:

- A Secure Rental Income
- Achieving a High Return on your investment property is our top priority
- Quality Tenants
- Professional, Knowledgeable and Hassle Free Management
- Professional Maintenance and Reporting Systems
- Continual Investment Needs Support
- Friendly, Approachable Dedicated Staff at your Service
- Professional and Knowledgeable Sales Staff should you wish to sell your investment.

How do we do this? We will make sure that our Property Management Team delivers superior levels of service to you. We focus on key areas:

- Creative Marketing Campaigns
- Suitable Tenant Selection
- Prompt Repairs & Maintenance
- Bi-annual Routine Inspections
- Rental Payment Efficiency & Diligence
- Landlord Insurance
- Rental Statements
- Rental review
- On going, Systematic Communication
- Professional Residential Tenancies Tribunal Representation
- Termination Notice

CREATIVE MARKETING CAMPAIGN

When it comes to marketing our Landlord's property, we have a more creative approach.

Belong Realty sponsors different kinds of popular concerts and community activities in Sydney. When leasing our client's properties, we offer the free use of our advertising sign boards, displaying our Rental and Sale of Residential properties.

With the property development background, our official website, which is an important channel to advertise your properties, enjoys great popularity in the local market and attracts high volumes of enquiries.

We have Roadshow booths in popular shopping centers, such as World Square, where high volumes of passing foot are expected. Our advertising signs, flyers and brochures plus our professional team, always attract great attentions around and best introduce our marketing properties.

Each property is being presented in its best light with all the photos displayed on a rotational basis with their respective descriptions. The properties are also simultaneously being listed on all the popular real estate websites.

Being located in Mascot, right next to Mascot central shopping mall, our office offers a fantastic opportunity to showcase residential properties in our advertising board. Our location makes us a standout in terms of attracting potential tenants that are looking for a property to lease in the vicinity.



FOR RENT 🏠 3 🚗 2 🚗 2

44/2 Eastbourne Road Darling Point

Spacious 3 Bed Apartment with 270° Harbour Views

- Offering a remarkable northerly aspect and enjoying breathtaking 270 degree views of the Harbour from the Heads to CBD.
- Magnificent Opera House and Harbour Bridge views.
- Spacious living dining with oversized picture windows, stunning state of the art kitchen with Caesar Stone bench tops and Miele appliances.

0450 911 332
Call Owen

BELONG REALTY

1300 669 667 belongrealty.com.au



TENANT SELECTION



We will not compromise our reputation and strive to provide our Landlords with the most suitable applications to lease their properties.

We accompany all inspections with prospective tenants.

Prospective tenants are required to complete a detailed application form, along with relevant ID,

supporting documents. Our staff will conduct reference checks to make sure the applicant meets our stringent criteria of suitability.

After the suitability of the applicant has been fully established, we will then contact our Landlord to make a recommendation and receive instructions on the leasing of their investment property. You have full control!

REPAIRS AND MAINTENANCE



It is our aim to ensure that each property is well presented and maintained in the best possible way in order to achieve the maximum return for our Landlords on their investment properties.

We recommend that our Landlords give us authority to attend to repairs and maintenance up to \$300.00 without references, which allows us to attend to urgent repairs without any delay.

We are happy to use the nominated trades people that are designated to a particular property by our Landlords. Alternatively we use our recommended fully licensed trades people that are fully insured.

We link all repair request emails to our mobiles. That enables us to keep updated about the property condition and handle urgent repairs with quick actions.

INITIAL, ROUTINE AND FINAL INSPECTION



An “Initial Inspection” is carried out prior to the tenant taking possession of the property. It consists of a complete condition report and photos. This inspection is used as a guide for the “Final Inspection” at the end of the tenancy taking wear and tear into account.

We believe that a property to be inspected at a regular basis is essential so we know that the tenant is maintaining our Landlord’s property properly. Internal inspection 2 times every year.

You will be provided with a detailed report of the result of the inspections. If additional inspections are required we perform them on request for a nominal fee.

RENTAL PAYMENT EFFICIENCY & DILIGENCE



Tenant pay rent via several methods into our trust account. These include Direct transfer, Cash or Cheque at our office.

However, no matter how carefully we have selected the tenant occasionally may still fall into arrears on the rent. Rent arrears is checked daily and followed up with appropriate actions as the following:

3 days overdue personal contact is made either by phone or via email.

5 days overdue an overdue rent letter is forwarded to the tenant to remind them of their obligations.

10 days overdue a formal notification is forwarded to the tenant advising that if the arrears are not paid within 5 days, a Termination Notice will be issued.

14 days overdue after consultation with the Landlord we will then issue a Termination Notice.





LANDLORD INSURANCE



Every kind of the investment has its risk to some degree. To reduce the risk at the lowest level while enjoying great benefits, we highly recommend owner to buy landlord insurance.

As a big real estate company, we have great buyer power to get a discounted price from our partnership insurance company. More important, we choose the best insurance policy for our landlord in order to cover nearly all risks may happen during the tenancy. For example, the insurance covers default of rent, legal expenses and malicious damage by tenant without any excess fee. Landlord contents, legal liability and accidental damage are all covered by the insurance with high claim amount limit.

Our professional team will claim as much as we can to cover your lost when those accidents happen.

With such insurance, your property is always under good protection and you will no longer worry about those headache issues, giving you a peace of mind to enjoy your investment journey.

RENTAL STATEMENTS



Payments are made on the **27th each month**. If these dates fall on a weekend or public holiday, the payment will be made on the previous business day.

With our fully computerized accounting system, we provide a detailed statement and original invoices included of all disbursements such as *Council Rates, Body Corporate Levies, Insurance, Repairs etc.* for our Landlords.

An Annual Rental Statement will be provided to our Landlords at the end of each financial year for a small additional fee.



RENTAL REVIEW



It is our goal to maximize our landlord's return of property investment.

We do thorough rental market research for our landlord every half year. We will advise our landlord to make appropriate adjustment accordingly on the rental price in order to keep the track with updated market.

We give our landlord professional suggestions when they have questions on the current rental price of their properties.

ONGOING SYSTEMATIC COMMUNICATION



Six months into a new management, our Landlords will receive a survey from us regarding the service they have experienced to date, which is to seek any input from the landlords in order for us to improve our services.

We contact our landlords in periodic rotation by telephone, so as to give our Landlords an opportunity to air views, ask questions or discuss any problem they may have. We very much value this feedback as it allows us to continuously improve our overall service.

Landlords can easily contact our agents by multiple ways: Email to office, call up agents, visit our office, join our online Wechat/Whatsapp group. We will get response to your needs as soon as we can.

Our staffs are available for our Landlords **6 days per week** between business hours.

RESIDENTIAL TENANCIES TRIBUNAL



The basic function of the Tribunal is to arbitrate on disputes between Tenants and Landlord/Agents.

We will only make application if:

- We are sure of a positive result in our Landlords' favour
- All the relevant information and documentation is correct
- An experienced staff member will always represent our Landlords



TERMINATION

NOTICES



Listed below are the most common reasons why Termination Notices are issued and the amount of day's notice required:

- Where the premises have been sold and a Contract for sale has been entered into and the fixed term of the tenancy has expired and it is a condition of the sale that the Landlord is required to give vacant possession – **30 days Notice of Termination.**
- Nonpayment of rent where rent has been unpaid in breach of the Agreement for 14 days – **14 days Notice of Termination** (Allow 4 working days for posting)
- Where the fixed term of the Agreement has expired and the Landlord requires possession "without any grounds" – **90 days Notice of Termination.**
- Where the fixed term of the Agreement has expired and the Tenant wishes to give possession "without any grounds" **21 days Notice of Termination.**
- For Landlord to finish at the end of the fixed term of the Agreement, at least **30 days Notice of Termination** must be given prior to the fixed term expiring. For Tenants to finish at the end of the fixed term **14 days Notice of Termination** must be given prior to the expiry.



TESTIMONIALS

FROM OUR OWNER



"We have found the services of Belong Realty to be prompt, efficient and professional. At the end of the day, it is about trust and for this reason we recommend with confidence the property management services of Belong Realty."

-----Kelvin Wong

"I just want to say a BIG thanks to Cici Chen and your team to well manage my three properties. I am impressed with your professional service and feel grateful that you make my investment journey much easier to me."

-----Sandra Costello

"Thanks for doing an excellent job for my property in Mascot. It contributes to a great increase of the value of my property."

-----Lisa Ha

"Your team is very approachable and dedicated. We really enjoy your service. Thank you."

-----John Neilson

"I highly recommend Belong Realty as property management agency for my friends. We have been impressed with your professional and friendly service. The caring and helpful management team makes me feel relaxed and confident in your abilities. It is amazing that you found us a fantastic tenant within one week of listing our property on the rental market. Also your property sales team gave us excellent consultant service on the property investment."

-----Emma Patterson



**WE LOOK FORWARD TO A CLOSE AND
WELL COMMUNICATED WORKING
RELATIONSHIP WITH YOU**

**CALL US NOW ON 0450 911 540
or email to rental@belongrealty.com.au**

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Offer Expires : 31/12/14

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