



HARVESTING GROUP

PROPERTY MANAGEMENT

'YOU REAP WHAT YOU SOW'

COMMUNICATION and RENTAL GUARANTEE:

Our priority is to provide timely communication.

The guarantee is to respond to any emails received at rentals@harvestinggroup.com.au

between the business hours of 9am – 2pm by the end of the same day.

Failure to do so results in 1 month free management fees.

Rent will be paid in excess of 12 business days between tenancies. Conditions Apply

- ✓ The property is to meet the current rental market value.
- ✓ Strong tenancy applications are to be considered and approved.
- ✓ Property must be habitable.

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PH: 1300 797 181 | FAX: 0754790827

EMAIL: rentals@harvestinggroup.com.au | www.harvestinggroup.com.au

SERVICE LEVEL AGREEMENT

Our office is unique, specializing **ONLY** in residential property management across the QLD South East Region. With our team being experienced property investors, we understand the importance of maintaining a high standard, of both tenant and investment property, to ensure certainty of long term financial goals for our landlords.

OUR STRENGTHS

- ✓ Regular and prompt communication with both the landlord and tenant to maintain strong relationships
- ✓ Up to date systems and technology
- ✓ Low vacancy rates
- ✓ Low rental arrears
- ✓ Disbursement of rental proceeds twice monthly into the nominated account
- ✓ Meticulous and detailed entry condition reports with photographs
- ✓ Unlimited open inspections
- ✓ Comprehensive tenancy application assessment
- ✓ Processing of invoices from rental accounts on owners behalf
- ✓ Tenant '100% Water Usage' account invoicing
- ✓ Prompt maintenance ensured
- ✓ Regular routine inspections of the property, captured in a detailed written report and photos

MARKETING THE PROPERTY FOR RENT

- ✓ Initial market rental appraisal provided to set rental value.
- ✓ Property will be **feature** listed for rent on Australia's largest real estate website www.realestate.com.au.
- ✓ Each property listing will include a number of images and a detailed description.
- ✓ Harvesting Group Property Management **FOR RENT** sign will be placed at the front of the property.

LETTING

In order to secure the most beneficial/suitable tenancy, a comprehensive letting process is provided:

- ✓ Regular email updates providing updates on enquiry level, open inspections and subsequent applications.
- ✓ Unlimited open inspections with prospective tenants.
- ✓ Prompt application processing.
 - Verification of income and employment including completed reference from Employer
 - Confirmation of rental history from the current agency.
 - Tenancy Database Check advising rental background and any monetary default listing.
- ✓ Email with an informative description of the completed application/s for consideration and instruction.

RENT COLLECTION & DISBURSEMENT

- ✓ Rent is receipted each business day and disbursed the first business day after mid and end of month.
- ✓ A rental statement is generated detailing:
 - Rent collected with 'paid to' date
 - Expenses deducted accompanied with relevant invoices
- ✓ End of Financial Year Statement provided

RENTAL ARREARS PROCEDURE

3 – 6 DAYS IN ARREARS	REMINDER SMS SENT TO TENANT
7 DAYS IN ARREARS	TENANT CONTACTED TO BE NOTIFIED A NOTICE TO REMEDY BREACH WILL BE ISSUED ON DAY 8
8 DAYS IN ARREARS	NOTICE TO REMEDY BREACH ISSUED WITH 7 DAYS TO REMEDY BREACH
16 DAYS IN ARREARS	TENANT CONTACTED TO BE NOTIFIED A NOTICE TO LEAVE WILL BE ISSUED ON DAY 17
17 DAYS IN ARREARS	NOTICE TO LEAVE ISSUED WITH 7 DAYS NOTICE TO VACATE

REPAIRS and MAINTENANCE

Maintaining the property is a top priority in order to protect and conserve the asset.

- ✓ All maintenance is promptly communicated to landlord and subsequently issued to relevant tradesperson.
- ✓ Recommended tradespersons are licensed, reliable, reputable and cost effective.
- ✓ Emergency works will be carried out as a matter of urgency.

ROUTINE INSPECTIONS

- ✓ Regular routine inspections are conducted providing a detailed condition report and photos to include:
 - Overall cleanliness/tidiness, both internal and external
 - Maintenance noted and requested
- ✓ Any areas of concern pertaining to tenant is addressed and property is reinspected within given timeframe.

LEASE RENEWAL

- ✓ Current rental market report provided with lease renewal recommendations for consideration and instructions.
- ✓ Once instructions are received, lease renewal documentation are sent to tenant for acceptance.
- ✓ A copy of the executed General Tenancy Agreement will be provided for record keeping.

TRAINING and SYSTEMS

To provide the highest level of service, our agency participates in regular property management, legislation and technology/software training along with implementing and improving office systems and processes.

FEES and CHARGES

Management Fee: 8% of the gross rent collected

Covering a vast majority of our service including but not limited to rental collection, arrears management, coordinating maintenance, processing property related accounts, tenancy and property related inspections and reporting.

Administration Fee: \$2.50

Disbursement expense.

Advertising Fee: \$50

Applicable when the property is advertised for rent.

Letting Fee: Equal to 1 weeks rent

Payable at commencement of a new tenancy, covering open inspections, processing of tenancy applications, document preparation and entry condition inspection and reporting.

Lease Renewal Fee: \$50

Applicable when a new lease is negotiated and executed with the tenant.

**** All above prices are excluding GST ****

CLIENT TESTIMONIALS

I would like to acknowledge the excellent support and service that we have received over our time with Harvesting Group Property Services. We have appreciated their professional yet personal attitude and support to managing our properties. Since changing our properties over to the team at Harvesting Group Property Management we have had excellent communication and support. Nothing has been too difficult and no question too trivial for the wonderful team to follow up and report on. We feel confident that our investment properties in Mountain Creek and Beerwah are being managed and maintained thoroughly. We are made to feel welcome and almost like an extension of their family. Thank you to the team and we are looking forward to many more years working with the team at Harvesting Group Property Management. - **John & Donna Boulton (Landlord)**

Your office is always easy to deal with. If this is the picture of how things are done we will get along famously.
– **Leigh Fitzpatrick (Landlord)**

Thank you for your prompt response. It is always a pleasure dealing with you and the team – **Jake Parenty (Tenant)**

The friendly team at Harvesting Group Property Management have provided my partner and I, constant professional support throughout our tenancy. They continue to exceed our expectations by replying to queries swiftly and completing repairs immediately, by quality tradesman. Their sincerity to help their clients has made every interaction with the agency a pleasant, problem free experience. We will continue renting with Harvesting Group Property Management, knowing that we are in the best of hands. – **Peta Morley-Buchanan (Tenant)**

We trust this information is useful and look forward to a successful management in the future.