



INFORMATION FOR INVESTORS

Elite Asset Management Pty Ltd
Ray White Toowong



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Ray White Overview

Ray White is Australasia's Supergroup, helping around 220,000 home owners and purchasers successfully buy and sell property every year.

With an annual sales turnover of \$30 billion, the Ray White Group provides a broad range of real estate and related property services. The group managed some 200,000 rental properties last year, helping over 25,000 people move. They run the largest independent internet site in Australasia, exceeding over 350,000 visitors per month.

Ray White is a Queensland born company, beginning in 1902 in Crows Nest. It is Queensland owned and operated, but has successful offices throughout Australia and internationally in New Zealand, Fiji, Indonesia, China and Thailand.

In 1998, Ray White Insurance was created to provide competitive policies for homebuyers and sellers. Ray White Financial Services sourced nearly \$3 billion in net approved home loans last financial year. In 2000, Ray White Invest was created and has provided over \$975 million to property development projects undertaken by the group's clients

Today, the company employs over 8000 staff across almost 1000 individually owned and operated offices.



Office Profile

Ray White Toowong is located at 52 High Street, Toowong. The office has excellent street frontage, positioned within a thriving commercial, shopping and restaurant precinct. Further improvements to the precinct are planned for the new future. It is also within close proximity to the CBD, with various public transport options easily accessible and readily available.

The office is well known in the western suburbs and well respected within the greater Ray White Group, winning numerous accolades and enjoying significant sales milestones. The office deals in property management and residential sales; and has a Ray White Loan Market representative on-site to aid with buyer finance. Company culture within the organisation is strong, with a team orientated approach to business being adopted and upheld.

Ray White Toowong has the backing of Ray White Project Marketing (Queensland), being owned by Graeme Sharp, one of the owners of Ray White Toowong. Ray White Project Marketing (Queensland) has been responsible for marketing some of Queensland's most successful residential developments. The organisation has enjoyed an enviable reputation, built from years of repeated successes in residential project marketing and achieving positive end results for their clients.

Ray White Toowong has developed a proactive approach towards managing your valuable real estate investment, which aims to not only maximise the annual return from your property, but also improve capital potential.

One of our key objectives is to offer a highly personalised and professional service to all our clients, which reflects value for money from a property investors' point of view.



Meet the Team

Our specialised property management team offers a wealth of experience and expertise, yet continually furthers their skills by attending regular training and development courses. As such, the team is able to keep ahead of market conditions and ensure compliance with current legislation. On top of this, Ray White provides some of the best ongoing online training, allowing staff to easily access new information as well as revise systems and procedures. As a result, our team maintains up-to-date knowledge on all aspects of the property management industry.

Directors and Management

Graeme Sharp, Managing Director, Ray White Toowong and Ray White Project Marketing (Queensland). Graeme started his career in property in 1990, selling both houses and land in the Western suburbs of Brisbane. Since 1993, Graeme has specialised in Project Marketing initially with PRD and later with Ray White. Graeme commenced managing Ray White Project Marketing (Queensland) in 2000 and became the sole owner of the business in January 2006. In 2007, Graeme expanded his business interests and purchased Ray White Toowong and in both 2009 and more recently 2010, achieved the Highest Growth Award for the Property Management business.

Graeme has gained many awards and accolades throughout his career, including recently being named Number 2 Selling Partner for Ray White in 2010, recognising that he is the second highest selling principal in Queensland. Previously, Graeme has won the Partner Award, being the highest selling principal in Queensland and second highest selling principal internationally. Graeme has also been named as a Ray White Elite Performer in 2007, 2008, 2009 and 2010, having attained a convincing benchmark in sales, equating to being in the Top 5% of the entire Ray White sales force. He is also the inaugural winner of the Significant Contribution to Ray White Invest Award.

Dwayne Richter, Business Manager – Residential and Commercial Property Management, in a short time Dwayne has proven to be a dedicated team member of not only Ray White Toowong, but the real estate industry in general. Dwayne began his real estate career in 2007 with Ray White Toowong as a residential property manager. It did not take too long before he took over as Business Manager of the division and started looking to incorporate a Commercial Leasing and Management section of the already successful property management business. Dwayne is a firm believer in clear communication between both landlords and tenants. He believes this is the key to client satisfaction. Concise and regular contact is what is needed to ensure a happy client. Dwayne has gained the respect of his clients and peers alike through his highly motivated and approachable personality. As a mediator between the landlord and tenants, Dwayne resolves conflict objectively and accurately. With a high level of integrity, his acute attention to detail and enthusiastic demeanour assure you that your most valuable assets are always looked after.



Business Development

Aimee Carding, Business Development Manager, has been working in the real estate industry for the past four years. Aimee's motivation to excel revolves around a desire to provide total client satisfaction – her philosophy is to provide a professional, accurate and honest service. With qualifications including a Bachelor of Business Management and her full real estate license, she brings a professional approach to managing the Business Development division that guarantees key aspects are addressed and positive outcomes are achieved from an investment perspective.

Fiona Nichols, Business Development Manager whose aim is to provide the best asset management services possible in the real estate industry.

Fiona has a background of unrivalled experience in the real estate industry, with extensive experience in Property Sales & Marketing, Property Management and Business Development. Fiona is also currently completing a Bachelor of Property with a major in Property Valuation. With this combination of experience and education, Fiona is able to give all investors and clients the correct advice in maximising return and minimizing potential losses when it comes to managing their biggest asset.

Throughout her working life Fiona had maintained that clear communication is the key to any business transaction. Fiona always keeps her clients informed as to what is happening within the real estate industry as well as what is happening within their property portfolio. Fiona is a strong believer on delivering what she promises to do and client communications are returned promptly.

Fiona is very enthusiastic, outgoing and loves working with people. She understands that Real Estate is a very valuable asset and prides herself on looking your assets and keeping you informed every step of the way. Let her look after your property with the same care and attention as you would, with the added knowledge and experience to make it work for you.



Property Management

Elyssa Lofay, Property Manager brings a wealth of experience to the Ray White Toowong Property Management Team. Elyssa is experienced in all aspects of property management and also holds a Real Estate Registration Certificate. Elyssa has managed all types of property throughout the western suburbs and is recognized for her achievements by both clients and work colleagues.

In her position as a Property Manager, Elyssa has sole responsibility for her portfolio, this structure ensures she can develop a strong business relationship with her landlords and tenants alike. Whether it is routine property maintenance or the occasional emergency, Elyssa is always quick to apply her experience and resolve the issues. If you require hassle free Property Management for one of your most important assets, Elyssa will be an integral part of the process.

Courtney Pearson, Property Manager, The Ray White Toowong Property Management Team is extremely fortunate to have Courtney as an important member of their award winning team. Courtney's experience in Property Management both in North Queensland and Brisbane has enabled her to adopt a no nonsense approach to managing your valuable property investment. Both owners and tenants know that when they are dealing with Courtney they will experience the very best service available. For Courtney there are no problems – only solutions! If your property is part of Courtney's management portfolio, rest assured you are in the safest of hands.

Michael Tolhurst, Assistant Property Manager brings to Ray white Toowong, a great understanding of the real estate industry. He has worked in the industry for just over 12 months, learning all facets of property management & leasing, through consistent training and hands on experience making him a valuable asset to the Property Management department. Michael assists the property managers in their day to day management of properties. No Matter what he is doing you can rest assured his keen and professional attitude will have all tasks carried out to the highest standard possible. Michael understands that good property managers always put words into actions. Coming from a six year hospitality background you can rely on his strong customer service skills to move him forward rapidly in this industry.



Other Services

Loan Market

Euan Brown, is the mortgage broker for Ray White Toowong and Ray White Project Marketing (Queensland). With over 10 years of financial services experience, Euan prides himself on his "best practice" approach; securing his clients the most cost effective rates. Euan represents the Loan Market, and can access over 30 lenders and 300 home loan products, many of which are not available to the general public. With financial services experience in London, Sydney and now Brisbane, clients can rest assured that their finance needs are in safe hands.

The **Marketing Division** is responsible for co-ordinating all marketing initiatives, guaranteeing properties are marketed promptly, positively and favourably. They work closely with the rest of the team to ensure marketing tasks are completed to the highest level, and within appropriate time and budget constraints.

The **Finance Department** is a qualified and skilled team of professionals who manage the financial and legal compliancy side of the business. In doing so, Fiona and the property management team can focus solely on the management of your valuable investment.

Your Property Manager looks after all the aspects of your property to ensure they have a comprehensive knowledge of your investment. Dealing with one person, instead of a variety, means you know exactly who you need to speak to at any time.



Testimonials

"I'd like to thank you and your team for all your help with preparing my Toowong property for rent. When looking for someone to take on my property, I spoke to a number of agents in the area and it was an easy decision in the end to go with Ray White.

Following the vacation of previous tenants, you and your team did a great job of assessing the property's condition and facilitating contractors to quote for and complete repairs in very quick time, which allowed me to ensure continuity of rental income. Potential tenants were found quickly and it was great to have a quality list from which to choose. The overall level of customer service offered has been without fault."

Scott M, Toowong

"Thanks for all your help. Our decision to go with Ray White came down who we felt was the most proactive and professional when we talked to them. We've been impressed with the service, in particular taking the time to talk us through the process of becoming a landlord and the speed in which we managed to let the apartment."

Angela D, Taringa

"Just a brief note to thank the team at Toowong most sincerely for providing such high quality service. I am most impressed with the approach taken in answering all my questions relating to the property management of my rental unit. Having experienced such "poor" service in the past with previous Property Managers, it is such a breath of fresh air to finally have people who care and are prompt in finding tenants.

I particularly value the fantastic communication which I find extremely important. I would highly recommend the services of Fiona Wilton and the Toowong team."

Aaliya H, Brisbane City

"We bought a property at Auchenflower from Ray White Toowong. Through that buying process, Ray White Toowong Property Management gave us an accurate market appraisal – which was proven to be the case when we listed the property with her and a quality tenant was procured within the target rental range and within a week of listing. We are happy to recommend the Ray White Toowong Property Management Team to any landlord that requires expediency and professionalism in the management of their investment."

Melissa & Mark H, Auchenflower



"My wife and I recently relocated to the Middle East and decided to put our home in Moggill on the rental market. The team at Ray White were the most professional company we contacted who provided a genuine and honest service. The rental market is often considered the nuisance end of the real estate business, a reputation many realtors have deservedly earned!

Fiona and her team were fantastic. We have no doubt our home will be well looked after while we are overseas. Within 24 hours of advertising our home, Fiona found the right tenant and assisted with our relocation requirements that really made our move very easy. We have no hesitation in recommending Fiona and the team at Ray White Toowong."

Diane Z. & Brad T, Moggill

"For our most recent investment purchase we left the property with the selling agent to manage the leasing of the property – a home unit in Auchenflower.

So the agent had the 'listing' right from the outset – from about 5 weeks prior to settlement. With this lead time, we were confident a tenancy would be affected fairly quickly, with rental income to follow within a reasonable timeframe.

Imagine our disappointment – 5 weeks after settlement – 10 long weeks after listing – and still no tenancy. We switched to Ray White Toowong – 5 days later the property is under a lease agreement. Well done to Fiona and the team at Ray White Toowong, and thank you."

Greg & Meridith T, Auchenflower

"I would like to thank Fiona Wilton for her extremely professional approach in assisting me to rent my property at Indooroopilly. I was most impressed with the speed in which Ray White Toowong was able to prepare and locate tenants for the property. I was quoted several rental figures from various agents in the area, however Fiona's expertise was second to none as she was able to obtain a much higher figure than I thought was ever going to be achievable.

It is extremely good to know that I have a competent property management team that actually cares and can get the job done."

Brett R, Indooroopilly



Preparing for Tenancy

Promoting your property to prospective tenants

Our prominent positioning in the market place encourages prospective tenants to view our properties. We will list the property on several internet sites, including realestate.com.au, brisrealestate.com, raywhite.com and raywhitetoowong.com.au. The property will also be presented in the window of the Toowong office, included on the printed rental list and a sign will be placed at the entrance to the property.

Tenants will have the ability to view your property every day, creating a sense of urgency to rent it in the shortest amount of time possible. We will provide daily feedback on how many inspections have been booked and how many inquiries have been taken.

We take a proactive approach to finding your tenant, including keeping a database of prospective, quality tenants, who are subsequently called each time a new property comes on the rental list.

With regards to the presentation of your property, first impressions are the most important. They will help determine the level of rent a tenant is prepared to pay and the type of person willing to lease your property.

To achieve the best possible price, the property must be presented in the best possible manner. We recommend a repairs and maintenance program to ensure your property continues to achieve its maximum rental, attract quality tenants and suffer minimum vacancy periods.

Selecting the right tenant

We are particularly discerning when it comes to maintaining the quality of tenants for our managed properties. In upholding our reputation, we find our clients the most suitable tenants to lease their properties.

Our detailed screening process aims to establish that tenants can meet the responsibilities of the General Tenancy Agreement. Tenant selection is in accordance with laws covering discrimination, residential tenancies and privacy.

We keep you informed of applications, so you can take part in the selection and decision process.

No applicant is approved for your property without your consent, ensuring that you know exactly who is living in your investment.



Protecting your asset

Prior to each tenant's occupancy, a condition report is prepared that thoroughly details all aspects of the property, including a full inventory if applicable.

The entry condition report is conducted by the Property Manager. The thoroughness of the report extends to include digital photographs of the property, copies of which will be given to the tenants and yourself.

A property provided for a tenant in good condition will assist in ensuring that it is left in similar order at the end of the tenancy. This can also establish a standard of care and cleanliness during a tenancy.

Finalising arrangements

To ensure you are completely prepared for your tenancy, you will need to make certain that the following arrangements have been attended to:

- Finalise management authority
- Give to your managing agents office:
 - appliance instructions
 - inventory list
 - 2 sets of keys plus access keys (for more than one tenant)
- Arrange for professional carpet cleaning and pest control
- Disconnect power and telephone
- Notify insurance



During the Tenancy

Inspections

Regular inspections are a major part of how we care for your investment property, ensuring that you achieve continual occupancy and maximum return. Ray White Toowong conducts a routine inspection every 3-4 months, which is the maximum number permitted by law. During this time we take photos of the property. We also encourage yourselves, the owners, to take part in these inspections so that you can see firsthand how the tenants are looking after the property.

Following each routine inspection, you will receive a comprehensive report on the overall condition of the property, which will also include the photos.

The purposes of the inspections are two-fold. Firstly to bring to your attention to any immediate maintenance needs; and secondly, to inform you of any preventative maintenance or refurbishment that may be beneficial. Owners can then forecast and budget accordingly.

Maintenance Issues

You will be contacted by your property manager if and when any issues arise during the tenancy. For example, when a maintenance request is received, we will contact you before any work is carried out, unless otherwise instructed, ensuring that you are made aware of any problems and given the opportunity to discuss possible outcomes.

Our attention to maintenance will ensure that problems are resolved by qualified tradespeople, within an acceptable timeframe and reasonable price limit as determined by you.

Payments and statements

Payments are made to you either twice monthly or monthly; whichever is more convenient to you. Monies are disbursed the closest working day prior to the 15th of the month and at the end of the month.

Each month, we forward you an itemised statement showing all rental income and payments made on your behalf. Monthly statements will have copies of relevant invoices attached. Council rates, body corporate levies and landlord protection insurance premiums are just some of the accounts that can be paid on your behalf from received rental monies.

With an efficient daily arrears management routine in place, we know as soon as a tenant has fallen into arrears. Prompt action follows in accordance with the Residential Tenancies Act, with your Property Manager keeping you informed throughout the process.



Ending a Tenancy

Exit Condition Reports

When a tenant decides to vacate your residence, your Property Manager will carry out a final inspection to ensure it has been left in an acceptable condition. At this stage, an exit condition report will be completed. The same thoroughness will be maintained with the exit condition report as what was given to the initial entry report.

Photos will be taken at this stage also, which can subsequently be viewed comparatively along side the original entry inspection and routine inspection photos.

Bonds will not be released until all parties are satisfied.

Vacancy Periods

Vacancy periods are often a major concern for owners. Ray White Toowong strives to provide our owners timely and important information on their current lease agreements to ensure minimum vacancy periods. In doing this, we speak to you around eight weeks prior to the end of the current lease to discuss your re-renting options.

Rent Reviews

At this time, to guarantee your property is receiving current market value rent, we will also conduct a rent review. Our staff will contact you to discuss your available options and make a recommendation that best suits you and your property.

From here, if you decide you would like new tenants, or the tenants themselves wish to vacate, we have between 4 and 6 weeks in which to market your property. Our objective is to have a new lease in place BEFORE the current tenants vacate the property. By minimising vacancy periods, we maximise your rental income.

Our property managers continually monitor the rental pricing market, making certain that the yield from your property does not lag behind its potential. We strive to ensure you are achieving the highest possible return on your property investment.



Landlord Protection Policy

Whilst we make every effort to select the most appropriate tenant, unforeseen circumstances can change the ability of a person to pay rent or cause them to act out of character.

At Ray White Toowong, we understand that insuring your investment properties that you yourself don't occupy, can be a complicated process.

That's why Ray White Insurance offers a comprehensive Landlord Protection Policy, tailored to protect the owners of investment properties. Primarily, their policy is designed to alleviate any concerns you may have regarding financial loss as a result of a tenant's actions.

The Landlord Protection Policy offers a range of benefits and features in addition to those found on standard policies, all at a competitive price.

For more information on this policy please ask your Property Manager to put you in contact with a Ray White Insurance representative.



Management Fees

Our fees for the management and letting of residential properties reflect the quality and level of service we offer.

Every property is different and we tailor a management package to specifically suit your requirements. Our fees, which are fully tax deductible, are set out below:

Fee Type	Cost
Management Fee	8.5% + GST
Administration Fee	\$6.00 + GST per month
Letting Fee	1 weeks rent + GST
Lease negotiation / renewal Fee	Free (included)
Periodic Inspection Fee	Free (included)
Marketing Fee	Free (included)
Newspaper Advertising	to be advised if requested
Mediation / Tribunal Hearing Fees	\$70.00 + GST per hour
Insurance Claims lodged by Agent	\$100.00 + GST
Preparation of Inventory per Property	\$80.00 +GST (if property is furnished)

Fee Particulars:

Management Fee: includes rent collection, routine inspections, arrears management, maintenance, the management of Brisbane City Council payments and body corporate levies.

Administration Fee: includes phone calls, statements, photocopying, postage, faxing, and EFT and cheque disbursements each month.

Letting Fee: includes accompanying prospective tenants to opens, processing applications, drawing up legal lease documents and subsequent tenant signing. It is important to note that we don't hand keys out to people wishing to view a property on the rental list, views are always escorted by our staff.

Marketing Fee: includes listing your property on 3 major websites, a window card display at the front of the office and inclusion on rental list.



It's all about you

Unlike many other rental agencies, your property is not just another number on our list. Ray White Toowong have you and your property assets best interests at heart; and believe that managing your properties is a privilege, not a right. We therefore partake in constant communication with you, making sure you are kept up to date at all times, in every aspect of your property.

This information booklet is not intended to be exhaustive with regard to all of the property management services we offer. However it is intended to give you sufficient information to emphasise the importance of having your property comprehensively managed by qualified, competent staff.

Our close-knit team work together in harmony to ensure the needs of all those we come into contact with are met and exceeded.

Individually and collectively, we are a specialised team completely and absolutely focussed on making sure your investment is working for you. Your financial well being is our highest priority.



Experience the Ray White Toowong difference

High Profile Position

We have recently erected new external signage at our premises, which is conveniently positioned in the high profile location of High Street, Toowong.

Ray White Brand

Ray White is recognised as the leading real estate company in Australia. As such, Ray White is the only real estate group with the depth of experience required to effectively manage your property.

Training

The Ray White Group offers its staff regular workshops, support and the finest of training. As a result, our Property Managers are continually honing their skills and forever acquiring more in depth knowledge of the Residential Tenancies Act.

Tenant Selection

We maintain a database of each prospective tenant's requirements and as such, have an immediate source of tenants to contact when your property is listed, thus aiding in minimising vacancy periods.

We endeavour to find the tenant that best suits your property. After we have processed the tenancy application and checked all references, we contact you to make the final tenant selection decision.

Online

Many tenants are busy people that often don't have the time to look for a property. We make the process as easy as possible by listing our properties on various well recognised and easily accessible various websites. All our listings are easy to find and include clear, uncomplicated descriptions and colour photographs.

Prospective Tenant Inspections

All prospective tenants are accompanied through our listed properties by one of our Property Managers. We do not allow tenants' access to your investment property without a Ray White Toowong representative present.



Constant Communication

We contact you consistently throughout the letting process to advise the number of inspections we have had and the tenant feedback. If prospective tenants chose to not put in an application, we can tell you why.

After each of your three monthly routine inspections, you will receive a comprehensive inspection report, extending to include digital images of the state of the property.

We also keep you informed on local events and general property management issues with a regular newsletter. Included in the newsletter is commentary and articles on market trends, properties for sale, changes to laws and other property related correspondence.

Comparing Agencies

Can our competing agencies provide you with proof that they actually perform how they promise to? At Ray White Toowong, we monitor the statistics. We know vacancy rates, arrears percentages, number of days on the market, average lease times and a range of other vital information.

We can tell you our position in the marketplace at all times.

Money on Time Every Time

As an investor, it's crucially important to receive your money on time. All funds are uploaded to your bank account on the last working day of the month, every month. If you would also like to receive a mid-month payment, we will deposit funds on the 15th day of the month, every month. You'll receive your money on time, every time.



Contact

Ray White Toowong is pleased to present this information booklet. For any further enquiries, please contact:

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Disclaimer

Subject to the provisions of the trade Practices Act 1974 and subject to any other non excludable statutory provisions, Elite Asset Management T/A Ray White Toowong for themselves and for the owner/lessor of this property for whom they act give notice that all information given in relation to this property whether contained in this document or given orally, is given without responsibility; intending purchasers should satisfy themselves as to the truth or accuracy of all information given by their own inspections, searches, inquiries, advices or as is otherwise necessary; no person in the employment of Elite Asset Management trading as Ray White Toowong has any authority to make or give any representation or warranty whatever in relation to this property. This material is produced or provided by the owner/lessor and or their consultants and passed on by Elite Asset Management trading as Ray White Toowong for general information purposes but no warranty of accuracy is made. All visual material and designs are subject to change at any time. Any measurement noted is taken to be indicative and not to scale. All outlines on photographs are indicative only. Ray White recommends each enquiring party undertakes their own searches and investigations to determine the accuracy of the above information.