

LANDLORDS AND FUTURE INVESTORS

PHIL  MCMAHON
Real Estate

'No.1 on the coast'

COMPANY PROFILE

Phil McMahon Property Management is made up of 18 professional and experienced property management staff. Together with a highly motivated and energetic sales team, Phil McMahon Real Estate has become a major force in the real estate industry.

Phil McMahon Real Estate 'No 1 on the Coast' is recognised as one of SA's leaders in property management. We manage approximately 1500 properties and have established an excellent reputation offering a complete and comprehensive service in real estate. We take pride in professionally caring for properties and achieving the best results for our clients.

With specialised local knowledge along the coast, in the southern suburbs and in the western suburbs, each of our property managers hold responsibility for a specific area and are therefore able to offer you the best advice and service. We believe in utilising the latest technology to maximise results while simultaneously embracing values of high customer service, communication and integrity. Your satisfaction with our services is what is important to us.

Our constant attention to changes in the rental market ensures our clients receive maximum return for their investments. Whether your investment property is large or small, our first rate property management team will care for it like it is their own.

A high profile and ongoing training and education for our staff ensure success in providing the best possible service to our clients.



MARKETING TECHNIQUES

The following services will assist in the marketing of your property:

- Internet advertising
- Internal photographs on the internet are optional
- Up-to-date "Rental List" — available to prospective tenants from both of our offices
- Close relationship with re-location agents servicing prospective tenants from interstate and overseas
- Classified advertisements in The Advertiser and The Messenger
- Professional signboards placed at properties (when considered appropriate)
- Enquiries from our website via email and telephone on a daily basis. Prospective tenants (local, interstate and overseas) contact us because of our reputation as a property management specialist.
- Our marketing techniques will provide you with the optimum choice and exposure to secure the best tenant.



OUR SERVICES

Maintenance

We use only qualified, licensed and experienced tradespeople who provide prompt service and offer competitive pricing for maintenance work that may be required at your property.

Landlord Protection Insurance

All property owners should have insurance to cover buildings and contents, as well as rental loss and malicious damage. In the event of a tenant defaulting with their rental payment or causing damage to your property, it is imperative to have the appropriate insurance. Tenant's life circumstances can change and consequently affect their financial situation (e.g. loss of employment). Landlord insurance can help to recover any loss of rent.

Routine Inspections

Routine inspections are conducted approximately every three months to check that the property is being kept in a reasonable condition. The property manager will provide a written report after each inspection, including photographs of the inside and outside of the property.

Rent Reviews and Lease Extensions

It is important that the rental of your property is kept in line with the current rental market. Rent reviews are performed at the expiry of each lease. The property manager will always seek your instructions regarding any lease extensions and offer advice on current market conditions.

Tribunal Hearings

When necessary, we will prepare, lodge and present applications to the Residential Tenancies Tribunal. We will attend any Hearing on your behalf.

Rental Arrears

Prompt action is taken to ensure that rent is paid when it is due. Tenants receive phone calls, SMS reminders and letters should their rent fall into arrears. Following the Residential Tenancies Act 1995, the regulated procedure is followed to bring a tenant's rental payments back into line.



OUR SERVICES

Direct Debit Payment of Tenant's Rent

We request all our tenants pay their rent by the direct debit system. This allows us to deduct the rent from their bank account on the due date.

Payment of Accounts

So that we can manage your property with minimal effort on your part, rates and other accounts can be paid from the rent received on your behalf into our trust account. These accounts include; water usage, sewerage, council rates, emergency services levy, strata levies, landlord insurance and maintenance accounts.

Electronic Payment to You

Funds due to you are transferred into your nominated bank account at the end of each month. A monthly statement is provided showing all transactions associated with your property including copies of all accounts paid.

End of Year Financial Report

Our computer system and associated resources are the best on offer. This enables us to provide you with clear and comprehensive financial reports of monies received and paid on your behalf.

Individual and Personalised Professional Service

We are committed to keeping you informed of all activities associated with your property and providing you with ongoing, personalised service.



OUR SERVICES

Locating and Securing a Tenant

Our marketing aims at exposing your property to the widest audience. Following initial enquiries, appointments are made to meet prospective tenants at the property. Interested parties are requested to complete an application form. This form includes details for their previous rental history, employment details, name of next of kin and business and personal references. Each application is processed thoroughly to ensure that we have a complete background about the applicant in order for you to make a decision about the preferred tenant.

After confirming the tenancy verbally with the tenant, we require a deposit of rent be paid as surety. Prior to the tenant moving into the property, a "sign-up appointment" is conducted where all required documentation is given to the tenant, including the initial property condition report and other documentation as required under the *Residential Tenancies Act 1995*. The tenants are required to return the condition report with their comments within 14 days.

Tenants pay a security bond equal to 4 weeks rent for a property under \$250 per week or 6 weeks rent for a property over \$250 per week.

A copy of the Residential Tenancy Agreement and subsequent extensions to the lease will be provided for your records.

Vacating Tenants

A final inspection is conducted at the time the tenant vacates the property and an outgoing inspection is done. The condition of the property is recorded at that time and then compared with the original in-going condition report so that the security bond can be processed for release and/or a claim made.



SMOKE DETECTORS

PLEASE CAREFULLY READ THE FOLLOWING INFORMATION REGARDING COMPULSORY INSTALLATION OF SMOKE DETECTORS

For all properties which have changed ownership on or after 1 February 1998, the new owner must, within 6 months of title transfer, install a smoke alarm - either:

- Hard-wired to the 240 volt household power supply (unless the dwelling is not connected to such a supply); or
- Powered by 10-year life, non-replaceable, non-removable, permanently connected batteries.

All properties which have not changed ownership since 1 February 1998 must be fitted with smoke alarms by 1 January 2000. These alarms may, as a minimum, be powered by a 9 volt battery.

We find that hard wired smoke alarms are the best for a rental property as they are much harder to tamper with or remove. This is the best protection for you and your duty of care as a property owner.

To ensure that all properties managed by our company comply with the legislation, we have licensed electricians who are able to install smoke detectors at a competitive rate.

Residential Tenancies Branch of Consumer and Business Services (CBS) have advised us that it is an owner's responsibility to maintain smoke detectors including battery changes.

At the time of signing the Residential Tenancy Agreement with the tenant, we explain the importance of ensuring that smoke detectors and batteries are in working order. We also explain that the batteries are to be in working order at all times and they are required to notify us if they are aware that they are not.



TESTIMONIALS

"At Phil McMahon, management is always available to talk, no matter how small your investment."

Mrs Cameron. of Torrens Park

"McMahon's management of our properties has been excellent, saving us a great deal of time and hard work."

Mrs Grant. of Novar Gardens

"Thank you to the staff at Phil McMahon for their help and support over the years."

Mr Mitchell of Trott Park

"Thank you for your action, for the maintenance and listening to my concerns."

Mr Wilton of Morphett Vale

"Thank you to the staff at Phil McMahon Real Estate for the excellent support and assistance over the past 3 years as managers of our rental property. Always professional, approachable and reliable. Thanks so much and all the best."

Mr & Mrs Hewitt of Tea Tree Gully

"Phil McMahon Property Management have provided us with a 'worry free' investment."

Mr & Mrs Richman of Glenelg

"A friendly, helpful group of staff who are willing to sort out any concerns in a prompt and efficient way."

Mr & Mrs Harvey of Plympton

"Phil McMahon's were always prompt in relaying to us the progress of any enquiries."

Mr & Mrs Mann of Gold Coast

"It has been wonderful to have Phil McMahon's as our Property Managers, thank you so much."

Michelle & Craig Barnett

Our property management
team offers you 6 star service.
We look after your property
as if it is our own.

If you would like further information on our
Property Management Services, call now.

08 8295 5823

Phil McMahon Real Estate Pty Ltd ABN 36 008 273 256 Registered Agent MREI
Property Management - Glenelg/Henley/Grange 101-103 Partridge Street Glenelg SA 5045
Property Management - Southern/South Coast 306-308 Main South Road Morphett Vale SA 5162
Telephone 08 8295 5823 Facsimile 08 8295 5817
rentals@philcmahon.com.au www.philcmahon.com.au